Customer Complaint Handling and Quality Feedback Systems

Quality and Audit

Course Overview

Customer Complaint Handling and Quality Feedback Systems: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa and...

What You Will Achieve

- Explain the core principles and current good practice in Customer Complaint Handling and Quality Feedback Systems
- Apply practical tools and techniques for Customer Complaint Handling and Quality Feedback Systems in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Customer Complaint Handling and Quality Feedback Systems in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

Finance managers, accountants, analysts, budget holders and professionals responsible for financial planning, control or reporting.

Course Outline

1. Foundations of Customer Complaint Handling and Quality Feedback Systems: principles, terminology and context
2. The business case: why Customer Complaint Handling and Quality Feedback Systems matters to performance
3. Core tools, frameworks and methods
4. Applying the tools: guided case study and exercises
5. Common pitfalls and how experienced practitioners avoid them
6. Working with stakeholders: communication and influence
7. Measuring results and continuous improvement
8. Personal action planning and course review

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
2 to 6 Nov 2026	Johannesburg	**$1,395**
9 to 13 Nov 2026	Lagos	**$1,550**
16 to 20 Nov 2026	Pretoria	**$1,650**

23 to 27 Nov 2026	Harare	**$1,550**
30 Nov to 4 Dec 2026	Cairo	**$1,450**
7 to 11 Dec 2026	Windhoek	**$1,650**

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Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.