

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...

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)
12 to 16 Oct 2026	Durban	\$1,550
19 to 23 Oct 2026	Accra	\$1,395
26 to 30 Oct 2026	Online	\$700

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

LTC Consultants

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