

Customer Complaint Response and Service Recovery Writing

Corporate Communications

Course Overview

Customer Complaint Response and Service Recovery Writing: 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 Response and Service Recovery Writing
- Apply practical tools and techniques for Customer Complaint Response and Service Recovery Writing in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Customer Complaint Response and Service Recovery Writing in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

Marketing, communications, PR and sales professionals, and managers responsible for brand, reputation or revenue growth.

Course Outline

1. Foundations of Customer Complaint Response and Service Recovery Writing: principles, terminology and context
2. The business case: why Customer Complaint Response and Service Recovery Writing 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	Online	\$700
19 to 23 Oct 2026	Pretoria	\$1,395
26 to 30 Oct 2026	Gaborone	\$1,395

2 to 6 Nov 2026	Kigali	\$1,550
9 to 13 Nov 2026	Cape Town	\$1,395
16 to 20 Nov 2026	Lusaka	\$1,650
23 to 27 Nov 2026	Maputo	\$1,450
30 Nov to 4 Dec 2026	Johannesburg	\$1,450
7 to 11 Dec 2026	Nairobi	\$1,550

LTC Consultants

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