Customer Correspondence and Complaints Handling for Office Staff

Office Administration

Course Overview

Customer Correspondence and Complaints Handling for Office Staff: a 5-day professional training course from LTC Consultants, delivered in-classroom across...

What You Will Achieve

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

Who Should Attend

Executive assistants, office managers, administrators, coordinators and support professionals who keep organisations running.

Course Outline

1. Setting the scene: Customer Correspondence and Complaints Handling for Office Staff in today's organisation
2. Key concepts and the language of Customer Correspondence and Complaints Handling for Office Staff
3. Frameworks and good practice that deliver results
4. Hands-on application: workshop exercises and cases
5. Problem-solving clinic: participants' real challenges
6. Integrating Customer Correspondence and Complaints Handling for Office Staff with day-to-day operations
7. Reporting, metrics and demonstrating value
8. Action planning: your first 90 days after the course

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
9 to 13 Nov 2026	Windhoek	**$1,550**
30 Nov to 4 Dec 2026	Dar es Salaam	**$1,650**

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