



Complaint Handling & Service Recovery

Administration, Communication & Customer Service

QGT-ADM-117 | Foundation | 5 or 10 days | Online, classroom, in-house

Course overview

Complaint Handling & Service Recovery is an introduction that builds a solid working knowledge in Complaint Handling & Service Recovery. It covers the principles, the requirements of international service and communication best practice, and the practical methods used on site, with case studies from operations in the Gulf, Africa and worldwide. Available online, in the classroom in 60 cities, or in-house.

What participants will be able to do

- Explain the principles, terminology and scope of Complaint Handling & Service Recovery
- Apply the relevant requirements of international service and communication best practice
- Use practical tools, checklists and calculations with confidence
- Recognise common problems, risks and root causes and choose the right corrective action
- Prepare an improvement plan for their own site or organisation

Who should attend

Designed for administrative staff, executive assistants, marketing, sales and customer-facing teams, new joiners and anyone who needs a solid grounding in the subject.

Course outline (5 days)

Day 1: Principles and terminology

Scope, key definitions and how Complaint Handling & Service Recovery fits into daily operations

Day 2: Codes, standards and requirements

What international service and communication best practice require, and how to read them

Day 3: Methods, tools and calculations

Step-by-step methods, checklists and worked examples

Day 4: Operation, inspection and common problems

Typical failures, warning signs and what to do about them

Day 5: Case studies, workshop and assessment

Group exercise on real cases and a final knowledge check

What the 10-day edition adds

Day 6: Applied project, part 1 – Apply the week-one methods to a case from your organisation

Day 7: Data and digital tools – Software, spreadsheets and digital tools used in practice

Day 8: Lessons from incidents and audits – What investigations and audit findings teach

Day 9: Applied project, part 2 – Complete, test and refine your solution

Day 10: Presentations and final assessment – Present to the group and complete the final assessment

Fees (USD per participant)

Duration	Live online	Classroom	In-house
5 days	\$3,000	\$5,500	On quote
10 days	\$5,500	\$9,900	On quote

Fees include course material and certificate of completion; classroom fees include refreshments and lunch. In-house training is priced per group.

Dates and cities 2027–2030

Dates	City	Format	Duration	Fee
8–12 Feb 2027	Sharjah	Classroom	5 days	\$5,500
31 May – 11 Jun 2027	Houston	Classroom	10 days	\$9,900
28 Jun – 2 Jul 2027	Manchester	Classroom	5 days	\$5,500
26 Jul – 6 Aug 2027	Madrid	Classroom	10 days	\$9,900
29 Nov – 3 Dec 2027	Online (live)	Online (live)	5 days	\$3,000
6–10 Feb 2028	Amman	Classroom	5 days	\$5,500
13–24 Mar 2028	Bangkok	Classroom	10 days	\$9,900
11–15 Sep 2028	Madrid	Classroom	5 days	\$5,500
15–26 Oct 2028	Alexandria	Classroom	10 days	\$9,900
23–27 Oct 2028	Online (live)	Online (live)	5 days	\$3,000
23–27 Apr 2029	Houston	Classroom	5 days	\$5,500
2–13 Jul 2029	Johannesburg	Classroom	10 days	\$9,900
5–9 Nov 2029	Barcelona	Classroom	5 days	\$5,500
11–22 Nov 2029	Erbil	Classroom	10 days	\$9,900
3–7 Dec 2029	Online (live)	Online (live)	5 days	\$3,000
7–11 Jan 2030	Bangkok	Classroom	5 days	\$5,500
18 Feb – 1 Mar 2030	Accra	Classroom	10 days	\$9,900
29 Apr – 3 May 2030	Beirut	Classroom	5 days	\$5,500
17–28 Jun 2030	Dubai	Classroom	10 days	\$9,900
8–12 Jul 2030	Online (live)	Online (live)	5 days	\$3,000

How to register

Register online or scan the code

<https://qimmatrainig.com/courses/complaint-handling-and-service-recovery/>

WhatsApp: +971 50 697 0908

Email: training@qimmatrainig.com

