



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Customer Service Handling Complaints And Requests Training

Services / Transport, Operations and Logistics

Unit Standard 117725 · NQF Level 3 · 5 Credits · 2 Days

COURSE OVERVIEW

This course equips participants with the skills to effectively handle customer complaints and requests in a professional and empathetic manner. Learners will develop the ability to resolve issues efficiently while maintaining positive customer relationships and upholding organisational standards.

Category	Services
Subfield	Transport, Operations and Logistics
Unit Standard	117725
Accreditation	SAQA Accredited · NQF Level 3 · 5 Credits
Duration	2 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply appropriate communication techniques to manage customer complaints and requests.
- Analyse customer needs and expectations to determine suitable solutions.
- Evaluate different complaint scenarios and select the best resolution approach.
- Demonstrate empathy and professionalism when dealing with difficult customers.
- Implement organisational policies and procedures for handling complaints and requests.
- Document and report complaint handling outcomes accurately for continuous improvement.

WHO SHOULD ATTEND

- This course is designed for frontline customer service staff, call centre agents, and any employees who interact with customers and are required to manage complaints or service requests.

COURSE OUTLINE

Day 1: Foundations of Complaint and Request Handling

- Introduction to customer service and complaint management.
- Types of customer complaints and requests.
- Communication skills: active listening and empathy.
- The complaint handling process: acknowledge, investigate, resolve, follow up.
- Organisational policies and procedures for complaints.
- Recording and documenting complaints.
- Role-play exercises on handling complaints.
- Self-assessment and reflection.

Day 2: Advanced Application and Integration

- Conflict resolution and de-escalation techniques.
- Problem-solving models for complex complaints.
- Managing difficult customers and unreasonable requests.
- Follow-up procedures and customer feedback loops.
- Analysing complaint data for continuous improvement.
- Developing a personal action plan for handling complaints.
- Case studies and group discussions.
- Final assessment and certification.

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **5 NQF credits** at **NQF Level 3**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 15,400.00	R 15,400.00
1	In-House	R 20,000.00	R 20,000.00
1	On-Campus (Pretoria)	R 23,100.00	R 23,100.00

UPCOMING SESSIONS

Start	End	Method	Venue
03 Aug 2026	04 Aug 2026	On-Campus	Pretoria, South Africa
03 Aug 2026	04 Aug 2026	On-Campus	Cape Town, South Africa
03 Aug 2026	04 Aug 2026	On-Campus	Johannesburg, South Africa
05 Aug 2026	06 Aug 2026	On-Campus	Dubai, UAE
05 Aug 2026	06 Aug 2026	On-Campus	Mauritius
05 Aug 2026	06 Aug 2026	On-Campus	Lagos, Nigeria
11 Aug 2026	12 Aug 2026	On-Campus	Cape Town, South Africa
11 Aug 2026	12 Aug 2026	On-Campus	Pretoria, South Africa

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 117725) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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