

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 10002CSRM — Customer Satisfaction and Complaints Handling in Care

ISO Certification Programme



LAPT — London Academy of Professional Training

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Reference MGT-CSRM-10002CSRM • ISO Management & Services

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AT A GLANCE

REFERENCE	MGT-CSR-10002CSR
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Complaints Handling Techniques

5 chapters · 30 classes85 marks

• 1 Understanding Complaints in Care Services — 6 classes

› 1.1 Define Complaints within Care Services

› 1.2 Identify Common Sources of Complaints in Care

› 1.3 Analyze the Impact of Complaints on Care Quality

› 1.4 Recognize the Psychological Aspects of Complaints

› 1.5 Explore Effective Communication Strategies for Complaints Handling

› 1.6 Implement a Complaints Response Framework in Care Settings

• 2 Frameworks and Standards for Complaints Handling — 6 classes

› 2.1 Identify Key Frameworks for Effective Complaints Handling

› 2.2 Analyze the ISO 10002CSR Standards for Customer Satisfaction

› 2.3 Evaluate Legal and Ethical Considerations in Complaints Management

› 2.4 Implement Best Practices in Complaints Handling

› 2.5 Develop a Complaints Handling Policy Aligned with Standards

› 2.6 Create Action Plans for Continuous Improvement in Customer Feedback

• 3 Communication Techniques for Effective Complaint Resolution — 6 classes

› 3.1 Understand the Importance of Active Listening in Complaints Handling

› 3.2 Practice Empathy to Build Rapport with Complainants

› 3.3 Utilize Open-Ended Questions to Gather Detailed Information

› 3.4 Apply Non-Verbal Communication Techniques for Effective Engagement

› 3.5 Develop Clarification Skills to Ensure Accurate Understanding

› 3.6 Implement Strategies for Delivering Constructive Feedback to Complainants

• 4 Investigating and Analyzing Complaints — 6 classes

› 4.1 Identify the Key Components of a Complaint

› 4.2 Apply Effective Listening Techniques in Complaints Investigation

› 4.3 Utilize a Framework for Analyzing Complaints

› 4.4 Distinguish Between Different Types of Complaints

› 4.5 Develop a Plan for Gathering Evidence in Complaints

› 4.6 Evaluate Findings to Improve Customer Satisfaction

• 5 Creating a Culture of Continuous Improvement — 6 classes

› 5.1 Assessing Current Complaints Handling Practices

› 5.2 Identifying Barriers to Continuous Improvement

› 5.3 Implementing Feedback Mechanisms for Staff and Customers

› 5.4 Developing Training Strategies for Effective Complaints Resolution

› 5.5 Establishing Key Performance Indicators for Improvement

› 5.6 Creating an Action Plan for Sustained Cultural Change

• 1 Understanding Customer Expectations in Care Services — 6 classes

- › 1.1 Define Customer Expectations in Care Services
- › 1.2 Identify Key Factors Influencing Customer Expectations
- › 1.3 Analyze the Impact of Cultural Differences on Expectations
- › 1.4 Assess Current Client Satisfaction Levels in Care Services
- › 1.5 Develop Strategies to Meet and Exceed Customer Expectations
- › 1.6 Implement Feedback Mechanisms for Continuous Improvement

• 2 Implementing Effective Feedback Mechanisms — 6 classes

- › 2.1 Identify Key Feedback Channels in Care Services
- › 2.2 Develop Effective Surveys for Patient Feedback
- › 2.3 Enhance Communication Skills for Gathering Feedback
- › 2.4 Analyze Feedback Data to Identify Improvement Areas
- › 2.5 Implement Action Plans Based on Feedback Outcomes
- › 2.6 Evaluate the Impact of Feedback Mechanisms on Care Quality

• 3 Analyzing Complaints to Drive Improvement — 6 classes

- › 3.1 Identify Key Components of Customer Complaints
- › 3.2 Utilize Data Analysis Techniques to Assess Complaints
- › 3.3 Categorize Complaints for Improved Understanding
- › 3.4 Investigate Root Causes of Common Complaints
- › 3.5 Develop Action Plans Based on Complaint Analysis
- › 3.6 Measure the Impact of Changes on Customer Satisfaction

• 4 Developing a Continuous Improvement Framework — 6 classes

- › 4.1 Assess Current Practices in Care Services
- › 4.2 Identify Key Areas for Improvement
- › 4.3 Develop Strategies for Enhancing Customer Satisfaction
- › 4.4 Implement a Feedback Collection System
- › 4.5 Analyze Feedback and Measure Impact
- › 4.6 Foster a Culture of Continuous Improvement in the Team

• 5 Leadership Strategies for Sustaining Quality Improvement — 6 classes

- › 5.1 Analyze Current Leadership Practices in Care Services
- › 5.2 Identify Key Attributes of Effective Leadership for Quality Improvement
- › 5.3 Develop Strategies for Fostering a Culture of Continuous Improvement
- › 5.4 Implement Feedback Mechanisms for Leadership Effectiveness
- › 5.5 Create Action Plans for Addressing Team Challenges in Care Services
- › 5.6 Evaluate Outcomes of Leadership Strategies on Service Quality

• 1 Understanding Customer Satisfaction in Care Services — 6 classes

- › 1.1 Define Customer Satisfaction in Care Services
- › 1.2 Explore Key Metrics for Measuring Satisfaction
- › 1.3 Analyze Customer Feedback and Complaints
- › 1.4 Identify Factors Influencing Satisfaction in Care
- › 1.5 Discuss Best Practices for Complaints Handling
- › 1.6 Develop an Action Plan to Enhance Customer Satisfaction

• 2 Key Metrics for Measuring Customer Satisfaction — 6 classes

- › 2.1 Identify Key Customer Satisfaction Metrics
- › 2.2 Analyze Customer Feedback Trends
- › 2.3 Measure Net Promoter Score (NPS) Effectively
- › 2.4 Evaluate Customer Effort Score (CES) Importance
- › 2.5 Implement Customer Satisfaction Surveys
- › 2.6 Utilize Data to Enhance Customer Experience

• 3 Collecting and Analyzing Customer Feedback — 6 classes

- › 3.1 Identify Key Customer Feedback Channels
- › 3.2 Design Effective Customer Feedback Surveys
- › 3.3 Implement Feedback Collection Technologies
- › 3.4 Analyze Customer Feedback for Insights
- › 3.5 Evaluate the Impact of Customer Complaints
- › 3.6 Develop an Action Plan Based on Feedback Analysis

• 4 Implementing Improvement Strategies Based on Feedback — 6 classes

- › 4.1 Analyze Customer Feedback for Key Insights
- › 4.2 Identify Trends in Customer Satisfaction Metrics
- › 4.3 Develop Improvement Strategies Based on Feedback
- › 4.4 Establish Goals for Enhancing Customer Experience
- › 4.5 Implement Action Plans for Improvement Strategies
- › 4.6 Evaluate the Effectiveness of Improvement Initiatives

• 5 Evaluating Customer Satisfaction Improvement Efforts — 6 classes

- › 5.1 Analyze Current Customer Satisfaction Metrics
- › 5.2 Identify Key Factors Influencing Customer Satisfaction
- › 5.3 Develop Improvement Strategies Based on Data Analysis
- › 5.4 Implement Customer Feedback Mechanisms
- › 5.5 Evaluate the Effectiveness of Satisfaction Improvement Efforts
- › 5.6 Communicate Findings and Adjust Strategies for Continuous Improvement

• 1 Understanding the Importance of Communication in Care Services — 6 classes

- › 1.1 Identify Key Communication Barriers in Care Services
- › 1.2 Explore the Role of Active Listening in Patient Interactions
- › 1.3 Analyze Non-Verbal Communication Cues in Care Settings
- › 1.4 Develop Empathy Through Effective Communication Techniques
- › 1.5 Implement Feedback Mechanisms for Improved Care Communication
- › 1.6 Create a Comprehensive Communication Plan for Care Teams

• 2 The Fundamentals of Active Listening Techniques — 6 classes

- › 2.1 Explore the Definition and Importance of Active Listening in Care
- › 2.2 Identify Key Components of Active Listening Techniques
- › 2.3 Demonstrate Paraphrasing and Summarizing for Clarity
- › 2.4 Practice Non-Verbal Communication Skills for Enhanced Listening
- › 2.5 Analyze Real-Life Scenarios to Apply Active Listening Techniques
- › 2.6 Develop Personal Action Plans to Improve Active Listening in Practice

• 3 Verbal and Non-Verbal Communication Skills — 6 classes

- › 3.1 Explore the Fundamentals of Verbal Communication in Care Settings
- › 3.2 Analyze the Impact of Tone and Volume on Patient Perception
- › 3.3 Identify Key Non-Verbal Cues and Their Meanings
- › 3.4 Practice Active Listening Techniques to Enhance Engagement
- › 3.5 Demonstrate Effective Body Language for Positive Interactions
- › 3.6 Apply Verbal and Non-Verbal Skills in Real-life Complaint Scenarios

• 4 Tailoring Communication Strategies for Diverse Needs — 6 classes

- › 4.1 Assess Individual Communication Needs in Care Settings
- › 4.2 Explore Cultural Sensitivity in Customer Interactions
- › 4.3 Implement Active Listening Techniques for Effective Engagement
- › 4.4 Utilize Visual Aids to Enhance Understanding in Diverse Populations
- › 4.5 Develop Tailored Communication Plans for Specific Client Groups
- › 4.6 Evaluate the Effectiveness of Communication Strategies in Practice

• 5 Handling Complaints Effectively through Communication — 6 classes

- › 5.1 Identify Key Components of Effective Complaint Communication
- › 5.2 Analyze Common Customer Complaints in Care Settings
- › 5.3 Develop Active Listening Skills for Handling Complaints
- › 5.4 Practise Empathy in Responding to Customer Concerns
- › 5.5 Implement Structured Response Techniques for Complaints
- › 5.6 Evaluate and Reflect on Communication Strategies with Real Case Scenarios

• 1 Understanding ISO Standards in Care Services — 6 classes

- › 1.1 Define ISO Standards and Their Importance in Care Services
- › 1.2 Explore the Core Principles of Customer Satisfaction in Care
- › 1.3 Identify Key Components of ISO 10002CSRM for Complaints Handling
- › 1.4 Analyze Case Studies of ISO Standards Implementation in Care
- › 1.5 Assess the Benefits of ISO Certification for Care Providers
- › 1.6 Develop an Action Plan for Integrating ISO Standards in Your Practice

• 2 ISO 10002: The Framework for Customer Satisfaction — 6 classes

- › 2.1 Understand the Importance of Customer Satisfaction in Care
- › 2.2 Explore the Key Principles of ISO 10002 Framework
- › 2.3 Identify Stakeholders and Their Roles in Customer Complaints
- › 2.4 Analyze the Process for Handling Customer Complaints
- › 2.5 Implement Best Practices for Effective Communication
- › 2.6 Evaluate the Impact of Complaints Handling on Service Improvement

• 3 Complaints Handling as a Key Component of Quality Management — 6 classes

- › 3.1 Understand the Role of Complaints in Quality Management
- › 3.2 Identify Common Types of Customer Complaints in Care
- › 3.3 Explore ISO 10002 Standards for Effective Complaints Handling
- › 3.4 Develop Skills for Active Listening in Complaint Resolution
- › 3.5 Implement Effective Feedback Mechanisms for Ongoing Improvement
- › 3.6 Create an Action Plan for Integrating Complaints Handling into Quality Practices

• 4 Integrating Customer Feedback into Service Improvement — 6 classes

- › 4.1 Understand the Role of Customer Feedback in Service Enhancement
- › 4.2 Identify Different Types of Customer Feedback and Their Importance
- › 4.3 Explore Methods for Collecting Customer Feedback Effectively
- › 4.4 Analyze Customer Feedback to Identify Trends and Patterns
- › 4.5 Develop Action Plans Based on Customer Feedback Insights
- › 4.6 Evaluate the Impact of Service Improvements on Customer Satisfaction

• 5 Leadership Roles in Implementing ISO 10002 — 6 classes

- › 5.1 Understand the Importance of Leadership in ISO 10002 Implementation
- › 5.2 Identify Key Leadership Roles for Effective Customer Satisfaction Management
- › 5.3 Analyze the Impact of Leadership Decisions on Complaint Handling Processes
- › 5.4 Develop Leadership Skills to Foster a Customer-Centric Culture
- › 5.5 Create Action Plans for Leaders to Enhance ISO 10002 Compliance
- › 5.6 Evaluate Leadership Strategies for Ongoing Improvement in Customer Satisfaction

• 1 Understanding Customer Satisfaction in Care Services — 6 classes

- › 1.1 Define Customer Satisfaction in Care Services
- › 1.2 Identify Key Factors Influencing Customer Satisfaction
- › 1.3 Analyze Customer Feedback Mechanisms in Care Settings
- › 1.4 Explore Best Practices for Enhancing Customer Satisfaction
- › 1.5 Develop Effective Strategies for Handling Complaints
- › 1.6 Implement Continuous Improvement Plans for Customer Satisfaction

• 2 Identifying and Analyzing Customer Complaints — 6 classes

- › 2.1 Define Customer Complaints in Care Settings
- › 2.2 Explore Common Causes of Customer Complaints
- › 2.3 Identify Key Stakeholders Involved in Complaints
- › 2.4 Develop Skills for Active Listening in Complaints Handling
- › 2.5 Analyze Real-Life Case Studies of Customer Complaints
- › 2.6 Create a Structured Approach to Addressing Complaints

• 3 Developing Effective Complaint Handling Procedures — 6 classes

- › 3.1 Identify Key Principles of Effective Complaint Handling
- › 3.2 Analyze Common Types of Complaints in Care Settings
- › 3.3 Develop Clear Procedures for Receiving Complaints
- › 3.4 Implement Strategies for Effective Complaint Resolution
- › 3.5 Train Staff on Active Listening and Empathy Skills
- › 3.6 Evaluate and Improve Complaint Handling Processes

• 4 Training Staff in Customer Satisfaction Best Practices — 6 classes

- › 4.1 Understand the Principles of Customer Satisfaction in Care
- › 4.2 Identify Common Complaints and Their Impact on Clients
- › 4.3 Develop Effective Communication Skills for Handling Complaints
- › 4.4 Implement Best Practices for Providing Excellent Customer Service
- › 4.5 Role-Play Scenarios for Real-World Application of Customer Handling
- › 4.6 Evaluate Feedback Mechanisms to Enhance Customer Satisfaction

• 5 Measuring and Improving Customer Satisfaction Outcomes — 6 classes

- › 5.1 Identify Key Metrics for Customer Satisfaction Measurement
- › 5.2 Analyze Customer Feedback to Assess Satisfaction Levels
- › 5.3 Implement Strategies for Enhancing Customer Experience
- › 5.4 Design Effective Surveys for Collecting Satisfaction Data
- › 5.5 Evaluate Data to Identify Areas for Improvement
- › 5.6 Develop an Action Plan for Sustaining Customer Satisfaction