



# Best Practices in COMPLAINTS MANAGEMENT



**TUESDAY & WEDNESDAY, NOVEMBER 26 & 27, 2024**  
**1:30PM TO 4:45PM via [Zoom](#)**

Customer complaint handling skills are among the most valuable skill sets for any employee who deals with customers. The manner in which your employees deal with customers or clients is a huge factor in your ability to retain those business relationships. Good customer complaint handling translates directly to your bottom line - happy customers will remain and return.

When a proper and effective complaint handling mechanism is in place, you will positively enhance your interaction with customers or clients. In addition, you will also have a positive impact on the morale of your employees.

This two-session webinar training aims to instill the art of customer complaint handling and to build customer loyalty to your business. This Best Practices training program is aligned with ISO 10002 series of 2018 on Quality Management and Customer Satisfaction Guidelines in Handling Complaints in Organizations.

**Course Director & Lecturer: Kama Neson Ganeson** is a Malaysia-based Master Trainer for various management systems including ISO 9001, 10002, 14001, 18001, 22301, 31000, 20000, TS16949, 27001. He has rolled out many customer management and international quality training programs in Vietnam, Malaysia and the Philippines both for the public and private sectors with brand names such as AMEX, Sitel, Toshiba, Fujitsu, McDonalds, Jollibee, BDO, SM, Metrobank, Cebu Pacific, SSS, Philhealth and many more.

He recently retired as Vice President, Head of Total Quality Management, and Chief Risk Officer of Megawide Corporation. In his 4-year stint with the organization, he was also the designated Coach and Master Trainer on various training programs for all front-line directors and project managers.

### Who Should Attend:

- All Entrepreneurs
- All officers of an Organization
- 3<sup>rd</sup> Party Account Managers
- Customer Relations Managers
- Service Managers
- Service Supervisors
- Trainers & Consultants
- All frontliners
- Anyone interested in the topic

**LIMITED SLOTS ONLY**  
**PRE-REGISTRATION REQUIRED**

**\*Training investment inclusive of an e-certificate and a printed learning material**

- **₱4,880 / person** (when you register and pay on or before October 26)
- **₱5,880 / person** (when you register and pay after October 26)

**\*Optional:** Add ₱450 for a printed copy of a certificate of completion inclusive of delivery charge

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