



QUALITY, ISO STANDARDS AND AUDITING

Customer Complaints Handling to ISO 10002

5 day course

Classroom, online or in-house

Course overview

A customer who complains and receives a fair answer quickly can end up more loyal than one who never had a problem, yet many organisations treat complaints as an irritation to be closed. This course sets up complaint handling to the guidance of ISO 10002. Delegates work through its principles of visibility, accessibility, responsiveness and objectivity, then the design of complaint channels, logging and acknowledgement, investigation, response and escalation, and the remedies available. Difficult conversations are practised in role play. The course connects complaints to the Consumer Protection Act and ombud schemes in South Africa and similar regimes elsewhere, and to ISO 10001 codes of conduct and ISO 10003 external dispute resolution. Trend analysis and feeding lessons into products and services close the programme. Delegates leave able to run a complaints process customers trust.

What you will learn

- Explain the guiding principles of ISO 10002
- Design accessible complaint channels for different customer groups
- Apply consistent logging, acknowledgement and response timelines
- Investigate complaints objectively and decide on fair remedies
- Handle difficult conversations with dissatisfied customers
- Interpret consumer protection law and ombud requirements
- Analyse complaint trends to find systemic causes
- Plan escalation to external dispute resolution in line with ISO 10003

Who should attend

- Customer service and contact centre managers
- Complaints officers and resolution specialists
- Quality managers in service organisations
- Compliance officers in financial services, utilities and retail
- Branch and front office supervisors

Course outline

- 01 Why complaints are valuable
- 02 The principles of ISO 10002
- 03 Designing complaint channels
- 04 Logging, acknowledgement and timelines
- 05 Investigation and fair remedies
- 06 Handling difficult customers
- 07 Consumer protection law and ombud schemes
- 08 ISO 10001 codes and ISO 10003 dispute resolution
- 09 Trend analysis and service improvement

Upcoming dates



Dates	Venue	Format	Fee per delegate
26 to 30 October 2026	Pretoria, South Africa	Classroom	R19,950
30 November to 4 December 2026	Harare, Zimbabwe	Classroom	USD 1,325
22 to 26 February 2027	Maputo, Mozambique	Classroom	USD 1,325
15 to 19 March 2027	Online	Online	R8,500

Fees and how to register

This 5 day course is **R8,500** per delegate online, **R19,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 1,325** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriScience.co.za, or WhatsApp us on **+27 63 479 1136**.

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