



Complaints Handling Workshop

31 January 2018

ABTA, 30 Park Street, London, SE1 9EQ

09:00 **Registration, tea and coffee**

09:30 **Welcome and setting the scene from the moderator**

- The role of customer support at ABTA
- What generates complaints?
- Social media and complaints

Charles Fachiri, Senior Customer Support Manager, **ABTA**

09:55 **Optimising and managing your industry relationships**

- Industry relationships, both internal and external
- Working together to get the best results

Kim Daplyn, Customer Relations Manager, **Travel Republic**

10:15 **Handling and managing people's expectations – a health and safety perspective**

- Managing customer expectations
- The importance of internal systems
- How to address legitimate safety risks

Donna Boucher, Destinations Executive, Health, Safety, Crisis & Operations, **ABTA**

10:40 **Making the most of complaints and evidence gathering**

- Responding to your customers
- Effective complaints reporting

Kim Daplyn, Customer Relations Manager, **Travel Republic**

11:00 **Tea and coffee break**

11:20 **Alternative Dispute Resolution**

- The importance of ADR
- The benefits of ADR
- How do you respond to a request for arbitration
- What evidence do you need to provide?
- Introduction to conciliation

Charles Fachiri, Senior Customer Support Manager, **ABTA**

11:45 **How ABTA guides and assists you throughout the complaints journey**

- ABTA's Code of Conduct
- ABTA – tools and resources
- Practical exercise: what does a breach look like?

Diana Missoni, Senior Code Executive, **ABTA**

Daryl Nurthen, Business Support Manager, **ABTA**

12:30 **Ask the experts**

12:40 **Lunch**



13:30 **Workshop: energiser**

Tracey Knott, Training Consultant, **JournE Training**

13:35 **Workshop: the customer journey & complaint handling techniques**

Take part in this core skills workshop featuring group activities and practical exercises.

- Dealing with challenging customers including aggressive/emotional behaviour
- Improving the customer journey when making a complaint
- Customer perception and expectations of the company
- Dealing with conflict and using it positively
- Improve written complaint handling techniques
- Understand how to deal with telephone and face-to-face complaints effectively

Facilitated by **Tracey Knott**, Training Consultant, **JournE Training**

Tea and coffee break will be included during this workshop

16:35 **Summary**

Charles Fachiri, Senior Customer Support Manager, **ABTA**

16:40 **Networking drinks and close of seminar**

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Complaints Handling Workshop

31 January 2017

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ABTA's Complaints Handling Workshop is ideal for those who handle or receive complaints on a regular basis and want a wider awareness and understanding of the complaint handling process.

This core skills workshop will give you the crucial skills to help you deal with complaints effectively, including written and verbal complaint handling techniques.

Hear best practice for responding to complaints across a variety of channels. Gain insight into ABTA's Code of Conduct, Alternative Dispute Resolutions (ADR) and arbitration. Benefit from group work, practical exercises, workshops and presentations. Take away your **complaints handling workbook** and share key learnings with colleagues.

Sessions include

- Learn how to manage conflicting behaviours and challenging customers
- Learning from your complaints and evidence gathering
- Discover the best channels of communication to use when dealing with complaints
- The best methods for handling and managing people's expectations from a health and safety perspective
- An introduction to Alternative Dispute Resolution (ADR)

Benefits of attending

- To gain **real life examples** of complaints handling in practice
- Discover the most **effective communications methods** for handling complaints
- To take part in **interactive workshops** tailored for the travel industry
- Gain top tips for dealing with **telephone and written complaints**
- Bring your **questions for the experts** and hear their experiences
- **Network** with your colleagues who are experiencing the same issues as you

Who should attend?

Travel professionals who are in customer relations orientated roles, who frequently liaise with consumers. The seminar is designed for large and small companies including the following roles within customer relations teams:

- Advisors
- Executives
- Team leaders

Prices

- **ABTA Member/ABTA Partner rate: £225 plus VAT**
- **Non-Member rate: £345 plus VAT**

This seminar is open to ABTA Members, non-Members and the wider travel community.

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