

## **Addressing Customer Concerns**

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**Purpose** *To outline approaches that prevent customer complaints and to handle concerns and complaints in a way that promotes customer satisfaction and positive relations.*

**Policy Statement** *The Olds Bottle Depot will have a procedure for handling customer complaints and concerns.*

*Serious and/or persistent problems with customer relations will be handled following ASC personnel policy/procedure.*

Program Area:	Bottle Depot				Page:	1 of 1
		A	Feb 23/06			

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If the employee is dealing with a customer at the time of the concern:

- Listen to the concern. Be empathetic.
- Ask questions to find out what the problem is.
- Direct the customer to the coordinator if they are present.
- Indicate the phone number at the ASC office and take down the customer's phone number for follow up.

For complaints reported directly to the ASC office:

- The concern will be investigated with the involved parties.
- Follow up action will be taken by the Coordinator and/or Executive Director/Services Director.

Program Area:	Bottle Depot				Page:	1 of 1
		A	Feb 23/06			