

# Complaint management process



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## Stage 1:

Oral, written, personal  
arrive  
give room for emotions

Within 8 hours

## Stage 2:

record a complaint  
Documentation of the complaint &  
filing in the "Complaint Management"  
folder

Within 24 hours

## Stage 3:

valuation  
Apologies for the  
inconvenience

Within 48 hours

## Stage 4:

searching for a solution  
make an offer  
give a summary

Within 48 hours



## ***Complaint management process***

### Stage 5:

discuss procedure  
initiate closing  
find solution  
Review the corrective action

Within 48 hours

### Complaint management process

- Take the customer seriously
- Bring the customer to the factual level
- Find sustainable solutions through documentation
- Keep in touch through communication

### Objectives of complaint management

- customer satisfaction
- improve services
- Strengthen customer loyalty by meeting expectations