

## Modification history

Release	Comments
Release 2	This version released with AHC Agriculture, Horticulture, Conservation and Land Management Training Package Version 5.0.
Release 1	Initial release

AHCMER301	Process customer complaints
<b>Application</b>	<p>This unit of competency describes the skills and knowledge required to respond to customer complaints and refer customer complaints.</p> <p>This unit applies to individuals who process customer complaints under broad direction and take responsibility for their own work.</p> <p>All work must be carried out to comply with workplace procedures, health and safety in the workplace requirements, legislative and regulatory requirements.</p> <p>No licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
<b>Prerequisite Unit</b>	Nil
<b>Unit Sector</b>	Merchandising and Sales (MER)

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Respond to customer complaints	1.1 Process complaints according to workplace procedures 1.2 Obtain, document and review reports relating to customer complaints 1.3 Make decisions taking into account applicable legislation, regulations, codes of practice and workplace procedures 1.4 Negotiate resolution of the complaint and seek agreement where possible 1.5 Maintain a register of complaints and disputes 1.6 Inform customer of outcome of investigation
2. Refer complaints	2.1 Identify complaints that require referral to other personnel or external bodies 2.2 Make referrals to appropriate personnel for follow up 2.3 Forward all documents and investigation reports 2.4 Ensure appropriate personnel are followed up to gain prompt decisions

<b>Foundation Skills</b>	
<i>This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.</i>	
<b>Skill</b>	<b>Description</b>
Reading	<ul style="list-style-type: none"> <li>Interpret textual information from a range of sources to identify relevant and key information about legislative, regulatory, codes of practice and workplace requirements</li> </ul>
Writing	<ul style="list-style-type: none"> <li>Document complaints, disputes and actions taken according to workplace requirements</li> <li>Record complaints clearly and accurately for future reference</li> </ul>
Oral communication	<ul style="list-style-type: none"> <li>Use clear language with customer to gather information and confirm understanding</li> <li>Initiate discussions with appropriate personnel, using clear language to refer complaint and follow up</li> </ul>

<b>Unit Mapping Information</b>			
<b>Code and title current version</b>	<b>Code and title previous version</b>	<b>Comments</b>	<b>Equivalence status</b>
AHCMER301 Process customer complaints Release 2	AHCMER301 Process customer complaints Release 1	Performance criteria clarified Foundation skills added Assessment requirements updated	Equivalent unit

<b>Links</b>
Companion Volumes, including Implementation Guides, are available at VETNet: <a href="https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72">https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72</a>

<b>TITLE</b>	<b>Assessment requirements for AHCMER301 Process customer complaints</b>
<b>Performance Evidence</b>	
<p>An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.</p> <p>There must be evidence that the individual has processed customer complaints on at least three occasions and has:</p> <ul style="list-style-type: none"> <li>• applied applicable legislation, codes of practice and workplace procedures for customer complaints</li> <li>• negotiated an outcome with the customer where appropriate</li> <li>• investigated the details of and background to the complaint and referred to other parties where required</li> <li>• recommended appropriate action arising from the complaint</li> <li>• processed and documented customer complaints according to workplace procedures.</li> </ul>	
<b>Knowledge Evidence</b>	
<p>An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:</p> <ul style="list-style-type: none"> <li>• legislation, regulation, codes of practice relevant to processing customer complaints</li> <li>• workplace procedures relevant to processing customer complaints</li> <li>• strategies for dealing with customer complaints</li> <li>• negotiation and communication strategies for dealing with customer complaints</li> <li>• the individuals role in processing customer complaints</li> <li>• internal and external bodies for referral of complaints.</li> </ul>	
<b>Assessment Conditions</b>	
<p>Assessment of skills must take place under the following conditions:</p> <ul style="list-style-type: none"> <li>• physical conditions: <ul style="list-style-type: none"> <li>• a workplace setting or an environment that accurately represents workplace conditions</li> </ul> </li> <li>• specifications: <ul style="list-style-type: none"> <li>• legislation, regulation, codes of practice relevant to processing customer complaints</li> <li>• workplace procedures relevant to processing customer complaints</li> </ul> </li> <li>• relationships: <ul style="list-style-type: none"> <li>• customers, appropriate personnel.</li> </ul> </li> </ul> <p>Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.</p>	
<b>Links</b>	<p>Companion Volumes, including Implementation Guides, are available at VETNet:  <a href="https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72">https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72</a></p>