



# Paper Planes

## Standard Operating Procedures: Customer Complaints

### Receiving complaints

Within the complaints team, you will either receive an email from another team member for you to respond to a client, or you will be contacted directly by a client. Below are the Standard Operating Procedures (SOPs) regarding how to manage customer complaints.

### Responding to an email

Documenting a response immediately is critical to showing our clients that we are responsive, and value their time. When responding to an email, follow the Positive First Response method, as you would when speaking to a client over the phone. An example is provided below:

A customer complains about their paper order not yet being delivered, even though the order was placed a week ago.

- *Address the client as 'Dear Mr or Ms', followed by their surname.*
- *Start positive: 'Thank you for your email, your business with us is highly valued, and we have ways of tracking your order'. Give bad news if you need to: 'I am sorry that this has happened to your latest shipment'. Provide an option or solution; if you provide a solution, make sure you give a realistic timeframe: 'I'll look at your shipment, and let you know the status by the end of the day'.*
- *Sign off your email with our standard, as per below:*

*Kind regards,*

*Customer Service*

*Paper Planes*

*1300 000 000*

### Logging the complaint

Now that you have responded to the client, it is important that you register the complaint with our **complaintrak** system. This is approved third party software, that we use for tracking complaints and ensuring that a resolution is in place in a timely manner. You are not required to track complaints, only to register the initial complaint.

#### Accessing the complaintrak system

- As the system is hosted on the cloud, you will only access it via the internet with the following address; <https://www.complaintrak.com> .

#### Login details

- Login Name: samiam
- Login Password: iamsam

Version:  
20190329

### **Common error codes using complaintrak**

- **#111312** – Password incorrect
- **#121312** – System under construction, can not be accessed at this time
- **#131312** – Username incorrect
- **#141312** – Already logged in under a different computer

### **Entering information correctly in Complaintrak**

Data integrity is vital to good customer service. Please ensure that the information you enter is correct, so that the complaint can be processed correctly. The following fields are mandatory:

- Client email
- Client phone number
- Complaint (provide a brief description of complaint)
- Suggested fix (what you suggested as the fix to the client and to the management team)
- Has the client been notified?
- Has this been rectified (if you can solve the issue for the client, do so)
- Follow up date (**ensure the follow up date is 1 week from date logged**)

### **What if complaintrak fails to load or is inaccessible?**

Access the Microsoft excel CSV file, located at the below file path, and manually enter the data into the correct fields. Once the system is restored, all manually entered data will be updated.

- G:\Complaintrak\FTS\masterfile\complaints.csv

It is important that you exit the CSV file by selecting **file, save, exit** so the data will save correctly.