



Call Center Complaint Resolution Practice Training Course

11 – 15 July 2027
Nairobi



Call Center Complaint Resolution Practice Training Course

Ref: 686_152447 **Date:** 11 – 15 July 2027 **Location:** Nairobi **Fees:** 4500 Euro

Overview

Call Center Complaint Resolution Practice Training Course is a five-day practitioner course for call center agents, team leaders, quality analysts, complaint specialists, and service operations supervisors who leave with a Call Center Complaint Resolution Playbook. Participants practice complaint intake, issue classification, active listening, de-escalation, root-cause capture, resolution choice, escalation, service recovery, documentation, and quality monitoring. The course turns difficult calls into traceable cases with clear ownership. Agile Leaders Training Center presents complaint resolution as disciplined interaction and evidence.

Who Should Attend

- Professionals responsible for receiving and resolving customer complaints by phone
- Team leaders responsible for escalation decisions and coaching
- Quality analysts responsible for complaint-call evaluation
- Specialists responsible for complaint ownership and closure
- Supervisors responsible for service recovery and case follow-through

The course assumes participants already handle customer contacts and leaves out general customer service, contact center workforce management, enterprise customer experience strategy, and complaints outside contact-center interactions.

Departments and Industries

The course supports departments and industries where call center complaint resolution depends on controlled conversations and reliable case records.

- Contact centers, customer care, and complaint operations
- Quality assurance, service recovery, and operations control
- Banking, insurance, and telecommunications
- Healthcare, utilities, and public services
- Retail, travel, and digital services

Learning Objectives

By the end of this course, participants will be able to:



- Apply complaint intake and classification tools during calls
- Use active listening and de-escalation methods
- Analyze complaint evidence and root-cause signals
- Evaluate resolution options and escalation thresholds
- Build documented service-recovery and closure records
- Use quality monitoring to improve complaint handling

Course Agenda

Day 1: Complaint Intake and Control

- Complaint Intake Record
- Issue Classification Matrix
- Customer Impact Statement Guide
- Call Control Sequence
- Case Ownership Checklist

Day 2: Listening and De-escalation

- Active Listening Evidence Sheet
- Emotion and Issue Separation Map
- De-escalation Language Ladder
- Clarification Question Funnel
- Call Stabilization Check

Day 3: Diagnosis and Resolution

- Root-Cause Capture Canvas
- Complaint Evidence Timeline
- Resolution Option Decision Grid
- Escalation Threshold Matrix
- Resolution Ownership Record

Day 4: Recovery, Documentation, and Quality

- Service Recovery Response Frame
- Complaint Case Note Standard
- Closure Confirmation Checklist
- Complaint Call Quality Scorecard
- Recurring Issue Signal Log



Day 5: Complaint Resolution Practice

- Exercise: Conduct a Controlled Complaint Intake
- Exercise: Apply Listening and De-escalation
- Exercise: Select a Resolution or Escalation Path
- Exercise: Document Recovery and Closure Evidence
- Capstone: Call Center Complaint Resolution Playbook

Practical Exercises

The course uses banking, healthcare, telecommunications, and retail call scenarios to test interaction choices and case evidence.

- Suggested activity: classify a complaint and record its customer impact, ownership, and required evidence.
- Suggested activity: rehearse de-escalation while separating emotion, facts, and the requested outcome.
- Suggested activity: compare resolution options against authority limits and escalation thresholds.
- Suggested activity: score a complaint call and convert the findings into coaching actions.

FAQs

Who suits call center complaint resolution training, and what does it assume?

Professionals who receive, review, escalate, coach, or quality-check complaint calls suit the training; it assumes experience with customer contacts but no specialist background in complaint-system design.

How does call center complaint resolution differ from general customer service training?

Call center complaint resolution focuses on difficult complaint calls, evidence capture, de-escalation, resolution authority, escalation, recovery, documentation, and quality review, while general customer service training covers broader interaction skills.

How should agents de-escalate a complaint call without losing control?

Agents can de-escalate by acknowledging impact, separating emotion from the issue, asking focused questions, explaining the next step, and retaining clear ownership of the case.

When should a call center complaint be escalated?

A complaint should be escalated when its risk, customer impact, authority requirement, evidence gap, or unresolved dependency exceeds the agent's defined resolution threshold.



How can complaint-call quality monitoring improve resolution?

Quality monitoring improves resolution by comparing call behavior and case evidence against defined criteria, identifying coaching needs, and detecting recurring issue signals that require operational attention.

Conclusion

Participants leave with a Call Center Complaint Resolution Playbook containing intake records, classification rules, listening prompts, de-escalation language, diagnosis tools, escalation criteria, recovery steps, documentation standards, and a quality scorecard. The playbook makes complaint decisions and follow-through reviewable. It helps teams resolve calls with consistent ownership and evidence.