

Customer Complaint Handling Techniques at Jarir Most businesses and especially Jarir understand the important role of effectively handling and resolving a customer complaint. Complaint Resolution Protocols: Every single one of the policies for Jarir's complaint management procedures has been laid down. Customer Feedback Mechanisms: Jarir uses various means such as surveys, suggestion boxes and online platforms in seeking for the customer areas of concern. Data Analysis: Jarir routinely assesses and scrutinizes complaint files within a particular time period to ascertain issues that have been recurrent. This includes the time and manner of acknowledging a complaint, investigating it and taking action to resolve it. This systematic approach brings about order in the way complaints are resolved. This training is aimed at reducing customer dissatisfaction as well as enabling employees to manage disputes effectively. Follow-Up measures: After resolving a complaint, Jarir establishes follow-up measures to assure customer satisfaction. To carry out this objective, the company incorporates the following strategies in dealing with consumer grievances: 1. This policy ensures that the organization identifies the challenges of its operations as early as possible. Dedicated Customer Service crew: The company has a professional customer care staff that is competent in dealing with complaints. This may include calling the consumer to ensure that the problem has been handled to their satisfaction. These personnel have a good understanding of the clients' feelings and are able to resolve any issues efficiently. Employee Training: Training is offered to all employees within a given period of time to .enhance the ability to deal with complaints and customers in general. 2. 3. 4. 5. 6