



# Complaints Handling Workshop

4 July 2019 • ABTA, 30 Park Street, London, SE1 9EQ

## Agenda

09:30 **Registration, tea and coffee**

10:00 **Welcome and setting the scene**

- The role of Customer Support at ABTA
- What generates complaints?

**Charles Fachiri**, Senior Customer Support Manager, **ABTA**

10:30 **Optimising and managing your industry relationships**

- Industry relationships, both internal and external
- Working together to get the best results

**Kim Daplyn**, Customer Resolution Manager, **Travel Republic**

10:55 **Tea and coffee break**

11:15 **Making the most of complaints and evidence gathering**

- Gathering the information and establishing the facts
- Responding to your customers
- Effective complaints reporting
- Real-life examples and resolutions

**Kim Daplyn**, Customer Resolution Manager, **Travel Republic**

11:40 **How ABTA guides and assists you throughout the complaints journey**

- ABTA's Code of Conduct
- ABTA – tools and resources
- Practical exercise: what does a breach look like?

**Diana Missoni**, Senior Code Executive, **ABTA**  
**Daryl Nurthen**, Business Support Manager, **ABTA**

12:15 **Customer communication – how words affect the customer journey**

- Top tips for written and verbal communication
- The most effective ways of saying no and sorry to customers

**Hannah Patel**, Director, **Red Lorry Yellow Lorry**

13:00 **Lunch break**

14:00 **Customer communication – how words affect the customer journey (continued)**

- Improving the overall customer experience during the complaints process
- How to use written communication to better manage difficult conversations and challenging customers

**Hannah Patel**, Director, **Red Lorry Yellow Lorry**

15:30 **Tea and coffee break**

15:50 **An introduction to Alternative Dispute Resolution**

- The importance of ADR
- The benefits of ADR
- How do you respond to a request for arbitration?
- What evidence do you need to provide?
- An introduction to conciliation

**Charles Fachiri**, Senior Customer Support Manager, **ABTA**

16:15 **Summary and close**

**Charles Fachiri**, Senior Customer Support Manager, **ABTA**

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## About the event

ABTA's Complaints Handling Workshop is ideal for those who handle or receive complaints on a regular basis and want a wider awareness and understanding of the complaint handling process.

This core skills workshop will give you the crucial skills to help you deal with complaints effectively, including **written and verbal complaint handling techniques**.

Hear best practice guidance on responding to complaints across a variety of channels. Gain insight into ABTA's Code of Conduct and the Alternative Dispute Resolution (ADR) service available to you. Benefit from group work, practical exercises, workshops and presentations. Take away your **complaints handling workbook** and share key learnings with colleagues.

## Benefits of attending

- Gain the **skills and confidence** you need to deal effectively with complaints
- Take part in **interactive workshops** tailored for the travel industry
- Take away top tips for dealing with **telephone and written complaints**
- **Bring your questions** for the experts and learn from their experiences
- Hear how your **industry peers** deal with their **customer complaints** and discuss the common challenges you face

## Prices

ABTA Member/Partner	<b>£235 plus VAT</b>
Non-Member/Partner*	<b>£355 plus VAT</b>

*\*To qualify for the ABTA Member/Partner discount you must have a current ABTA Member/Partner number or your application must be in progress when the event takes place. For details on becoming an ABTA Member or Partner visit [abta.com/join](http://abta.com/join)*

## ABTA Conferences and Events

ABTA Conferences and Events delivers practical training for the travel industry. Our aim? To keep the industry up to date on the most important, business critical issues, with a key focus on practical learning outcomes.

ABTA is the UK's leading travel association with a membership of around 1,200 travel companies.

Our vision is to enable the British public to travel with confidence – supporting our Members as they build their businesses and acting as an emblem of quality and assurance for their customers.

Our level of brand recognition and trust among consumers is high. 75% of people feel more confident booking with an ABTA Member.

## Who should attend?

Travel professionals who are in customer relations orientated roles, who frequently liaise with consumers.

The seminar is designed for large and small companies including the following roles within customer relations teams:

- Advisors
- Executives
- Team leaders.

## Register now

You can book online and make payment by credit or debit card. UK VAT will be applied. ABTA Members can also request an invoice. Visit [abta.co.uk/abtaevents](http://abta.co.uk/abtaevents) to book.

You can view our terms and conditions on the event webpage at [abta.com/eventstermsandconditions](http://abta.com/eventstermsandconditions)

For information on sponsorship and exhibition opportunities please contact **Matt Turton** on **020 3693 0194** or email [mturton@abta.co.uk](mailto:mturton@abta.co.uk)

## Upcoming events

### Advanced Complaints Management Seminar

25 June 2019, London

### Instagram for Travel

27 June, London

### A Beginner's Guide to Travel Law

10 July 2019, London

### New to Travel Marketing

11 July, London