

Complaints Resolution Process of Quadraplus

Quadra Plus Professional and Management Training Institute strongly believes resolving customer complaints timely and effectively is essential not only to retain the customer but also an opportunity to improve our processes, resulting in customer having more positive view of the institute. Following are the steps to receive, track, monitor and close customer complaints.

Channels to receive complaints :

Direct Interaction :

Customer Service Executive asks for customer feedback immediately after enrollment, during the program - upon completing two sessions and at the end of the program.

Course Evaluation Form :

Collecting and recording filled customer evaluation forms at the end of the course is mandatory to process course completion certificate for the batch.

Online reviews:

Any rating below five stars on online reviews or any active complaints posted by customer are recorded to proceed to resolution process.

Random Audits :

Centre Manager and Manager- Operations randomly picks enquiries and enrolled students to solicit feedback.

In addition to the above channels , the contact details of the Operations Manager is posted in the classrooms and other frequently visiting premises of the customer.

Recording customer complaints :

Complaints received through different channels are logged in centrally maintained complaints log by the respective employees and brought to the notice of center manager and operations manager. Course Evaluation forms are maintained at least for two years. Complainant identity is maintained confidential if required.



Resolution Process Flow Chart

