

Abstract

The objective of this project was to find out how an IT company like Teris can use complaint management to improve company service.

The research question is:

How can an IT company like Teris use complaint management to improve their services to their customers?

To answer this research question the underlying concepts and ideology of service and complaint management were reviewed.

There were two research methods applied in this project i.e. a field survey involving the factors pertaining to the company for the purpose of receiving better overview over complaint handling in the company; and interviews with staff members of two selected companies and two staff members at Teris.

The objective of the interviews was to deepen insight and knowledge on the subject, and examining attitude towards the complaint handling in the company.

The conclusion of the research indicates that companies with complaint management process have a better position as regards handling and resolving complaint from customers, and by listing and analyzing, companies can prevent recurrent failures.

Defined complaint handling process can also help customers make complaints and help staff members resolve the issues at hand.

The keywords are:

- ✓ Service management
- ✓ Complaints management
- ✓ Complaints
- ✓ Process