

Place the following steps in the complaint resolution process in the right order by indicating 1 – 7 in the column to the right.

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|--|--|
| Analyse alternative solutions and make a choice | |
| Generate as many solutions as possible | |
| Analyse the gap between current and desired situation (cause of problem) | |
| Implement solution | |
| Identify and define the problem | |
| Monitor & evaluate the solution | |
| Gather data related to the problem and possible solutions | |

Identify 5 benefits of creating customer service standards in your agency.
