Delegating is a great strategy for ensuring that the task you entrust to an employee is completed thoroughly. Many employers don’t pay attention to delegation, and that’s why they cannot get the best results.

Customer satisfaction is every business's main priority. When providing the best customer service, a company should listen to customers' complaints first. A business needs to know how to handle a customer's complaint.

When a customer complains to a business about the poor quality of the product or customer service, the company is responsible for taking all the necessary steps to solve the issue.

Most companies delegate an employee to follow up on customer complaints. The delegated employee is responsible for observing the entire issue in depth to ensure the customer's problem has been solved and closing the case.

While delegating an employee to follow up, the company writes a letter to the employee. This letter includes the complete details of the customer and the complaint. The employee is asked to take the best steps to solve the issue. If there are some instructions to be followed during follow-up, the employer mentions them in the letter.

The employer needs to make the employee understand everything nicely. The instructions and details of the complaint should be clearly stated, and there should be no ambiguity in the statement. If the employer does not know much about the complaint, they can provide the customer's contact details. The employee can then contact the customer and ask for the details.

It is the employee's responsibility to inform the employer about the progress of the delegated task. If the employer has mentioned a deadline to complete the task, the employee should meet the deadline.

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I have been searching for one of our best employees to perform this task, and considering your polite and calm nature, I found you the perfect candidate.

We have received this complaint from one of our very valuable customers. Although it is embarrassing for us to receive this complaint in the first place, I would like you to take charge of this assignment and deal with it as best as possible.

The customer mentioned an issue with the faulty product, which shocked me. I would like you to visit the production department and review their quality assurance procedures to avoid such complaints in the future. Once confirmed, please apologize to the customer and inquire about compensation.

After completing all your investigations, please inform me of your actions to address this situation and save us from our reputational risk.