

Stay calm


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Be professional


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Be positive


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**Focus on a
solution**

**Try hard to resolve
the complaint**

**Act as if you are in
control of the
situation**

**Deal with it quickly
and immediately**

**Immediately defend
yourself or the
company**

**Deny anything
about the complaint**

**Blame someone
else**

**Take complaints
personally**

Get angry

Yell or shout

Cry