

DESIGNING AN EFFECTIVE COMPLAINTS MANAGEMENT SYSTEM

(CEA Serial No: C3L2S0234)

29 July 2016
(Friday, 2.00pm – 5.00pm)

2 Core CPD credits awarded under Core Category 3 / Level 2 approved by CEA for the mandatory CPD Scheme.

VENUE:

SISV Training Centre

110 Middle Road
#09-00 Chiat Hong Building
Singapore 188968

ENQUIRIES & REGISTRATION

☎ 64240 272 (Manisah) manisah@sisv.org.sg
☎ 64240 297 (Ping Ping) pingping@sisv.org.sg



Singapore Institute of Surveyors and Valuers
110 Middle Road #09-00 Chiat Hong Building
Singapore 188968

☎ 6222 3030 (Main) 6225 2453 (Fax)
Website: www.sisv.org.sg

SYNOPSIS

This course describes the elements in the design of a good complaints management system. It is useful for estate agents who are required to develop a system in their firms to manage conflicts and complaints from the clients and customers.

OBJECTIVES

- To understand the common causes of complaints and conflicts in estate agency work, and how to prevent them
- To learn about the key elements in a complaints management system, and how to design one
- To equip key executive officers and salespersons with knowledge and understanding of the design of a good management system.

LEARNING OUTCOMES

- Be familiar with the technique and process of preventing or reducing conflicts in agency work
- Be able to design a simple complaints management system.

WHO SHOULD ATTEND

- Salespersons who wish to reduce or prevent conflicts in agency work
- KEOs who have to design a simple conflict management system.

PROGRAMME

1:45pm	Registration
2:00pm	Seminar commences
3:30pm	Break
5.00pm	End of Seminar

COURSE INSTRUCTOR

Dr Lim Lan Yuan

President of Singapore Institute of Surveyors and Valuers (VGP) and author of book Real Estate Salesperson's Course Guide and other real estate books. He has been Consultant to the Court Mediation Centre, and Adviser to CASE Mediation Panel. In addition to his doctorate, Dr Lim holds an MBA, MSc (Construction Management), LLM (Distinction), BSc (Estate Management), BSc (Econ) and LLB (Hons).

CERTIFICATE OF ATTENDANCE

Certificate of Attendance will be awarded upon successful completion of the programme.

Important Note: Please be informed that CEA will not recognise your CPD credits if you have attended similar CPD course/seminar/workshop as above from other centres.

Registration Fee (includes GST & notes) &
Membership Category

\$65 (A) SISV Members & Staff of Member Firms
CES & REAC (CEHA) Course Participants of
SISV/SISV Services, Affiliates [CREA®, GRES
participants, Subscribers of SISV REALink]

\$85 (B) Others

Limited Seats! Book now!!

Notes

Registration is on a first-come-first-served basis. Reservation by fax or email will only be accepted upon receipt of payment. Confirmation of registration will be via email. No cancellation is allowed once registration is confirmed.

Fees paid are not refundable under all circumstances. This will also apply to participants who are unable to attend on that day. However, replacement by another individual is allowed and notification must be made in writing at least 3 days before the event. In the case of a non-member replacing a member, the non-member will have to pay the fee difference.

The Organiser reserves the right to alter the programme or cancel the event as may be necessary. In the event of cancellation, full refund will be made to participants.

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REGISTRATION FORM**Name of Participants**

#	NAME / NRIC / CEA Registration No / Mobile No. / Email	Mbrshp Category	Amt \$	
1	Name:			
	NRIC:			CEA Registration No:
	☎ Mobile			Email :
2	Name:			
	NRIC:			CEA Registration No:
	☎ Mobile:			Email :
3	Name:			
	NRIC:			CEA Registration No:
	☎ Mobile			Email :
Total Amount Payable \$				

Company

CEA Estate Agent Licence No. : Contact Person

Address :

..... S()

Tel/HP Fax.....

Email

PAYMENT MODE

Receipt No : (for official use)

- ☐ **Cheque** (Bank/Cheque No Amount \$.....
Crossed cheque payable to “**Singapore Institute of Surveyors & Valuers**”. Please indicate your name, company and date of event on the back of the cheque.
- ☐ **Via ibanking/Bank transfer.** Details as follows: DBS current account no: 007 005007 0. Please include your name and date of event (Tan Xx Xx 23072015) when transferring.