

## Highfield Level 3 End-point Assessment for Optical Assistant 2022

### Bank of Customer Complaint Briefs

#### **Brief 1 – Customer complaint relating to issues with warranty**

You are an optical assistant and have received a complaint from a customer over the phone who is not happy with the 1-year warranty on their new spectacles. The customer has had the spectacles for 6 months, so they are still currently under the warranty.

The customer explains that they have sat on their glasses, and one of the arms has broken and come off the frame. You inform the customer that this is not covered by the warranty as it only covers manufacturer defects. You explain that they can be repaired but they will have to pay for it. This angers the customer, and they begin to shout down the phone. The customer states that they do not understand the point of the warranty if it does not cover customer breakages, as they believe it should not matter who is at fault for the damage. The conversation ends with the customer saying that they will be filing a complaint about this and them putting the phone down on you. How can this customer complaint be resolved?

#### **Brief 2 – Customer complaint relating to poor fitting**

You are an optical assistant and have received a complaint from a customer relating to the poor fitting of their new spectacles. Once the customer sits down and you take a look at them, you can clearly see that the frame is too loose and is sliding down the customer's nose. The customer explains the discomfort and annoyance this causes them.

The customer explains that they have been into the store numerous times with fitting issues since having the spectacles and they are not happy this still hasn't been resolved. The customer says that if this continues, they will stop purchasing glasses from this store as they are elderly and find it hard to get to and from the store each time they need adjusting.

As the customer has informed you that they have been in multiple times regarding the same issue, you want to confirm this with your colleagues. They agree with the customer and inform you that they have tried multiple times to repair the glasses, but despite them tightening the frame, it is still repeatedly coming loose. How can this customer complaint be resolved?

#### **Brief 3 – Customer complaint relating to the remake or repair procedures**

You are an optical assistant and have received a complaint from a customer who is not happy with the remake and repair procedures that are set out by the business. The customer has recently bought a pair of glasses, however, they are not happy with their vision. They are experiencing headaches, blurry vision and dizziness, and they are convinced that their prescription is wrong and that the lenses are too strong. You inform the customer that you will carry out a recheck and then a remake.

The organisation's procedures advise that a remake can take up to 2 weeks. Once the customer is informed about this they become frustrated and begin to raise their voice while asking you why this takes so long and who is in charge of this. You explain this is the maximum amount of time it can take and that they are likely to receive them sooner than this, but you cannot say exactly how long it will take. The customer is not happy as they are desperate for their glasses and are heavily dependent on them - they do not wish to wait the required time that it will take to complete the remake. How can this customer complaint be resolved?

#### **Brief 4 – Customer complaint relating to product tolerances**

You are an optical assistant and have received a complaint from a customer who is concerned about the product tolerances. The customer has not been happy with the vision they are getting from their new spectacles. They inform you that they cannot see clearly and did not experience this with their old pair of glasses so they can tell that 'something is off' with this new pair.

You check the lenses with a focimeter and notice that they are very out of tolerance. You inform the customer about this and explain this is the reason they have been unable to see clearly through the glasses. The customer becomes angry - they are mad that they have been wearing glasses that are not suitable for them and that they will now have the hassle of getting them replaced.

You apologise to the customer, but they demand that the glasses are remade immediately and noted as a priority. How can this customer complaint be resolved?

#### **Brief 5 - Customer complaint relating to contact lens vision**

You are an optical assistant and have received a complaint from a customer over the phone who is concerned about their vision when using their prescribed contact lenses. They are struggling to see through the lenses clearly and are experiencing discomfort when they are in. The customer expresses their concerns and explains the negative effects this is having on their wellbeing, as well as advising that they never had this problem when they got their contact lenses from another company.

You inform the customer that you will carry out a recheck and then a remake based on organisational processes and policies, which only upsets the customer further and they threaten to go back to their previous supplier. How can this customer complaint be resolved?