ISABEL ASSIST

Handling a customer complaint

Empathetic customer communication sample

Independent sample project. All businesses, people, situations and data are fictional.

Brief

A customer reports receiving a black scarf instead of the cream one they ordered. My role is to acknowledge their concern, gather the necessary information and refer the proposed solution to the person authorised to approve it.

Incoming email or task

Hi! I ordered a cream scarf, but the one in the parcel was black. It was meant to be a gift, and I'm very disappointed. Please sort this out quickly. Order DEMO-2058. Kaisa

Verified scenario information

- The customer refers to order DEMO-2058 and the wrong colour. The warehouse has not yet verified their report.
- The business's instructions are to request photos of the item and the product code on its packaging, without collecting unnecessary personal data.
- The owner approves replacements or refunds. Neither has been decided when the first reply is sent.

Prepared email

Subject: Helping resolve the colour issue with order DEMO-2058

Hi Kaisa,

I'm sorry you received a black scarf instead of the cream one you were expecting. I understand how disappointing that is, especially when it was intended as a gift.

Please send us a photo of the scarf you received and the product code on its packaging. You can leave any personal details on the shipping label out of the photo. This will help us check the shipment.

I'll pass the information to the person responsible so we can find a suitable solution. I'll send you another update by 16:00 on 19 April, even if the checks are still in progress.

Thank you for letting us know.

Best wishes,
Isabel
Pehme Pood Customer Support

Approving a solution and following up

Sample business Pehme Pood

Sample case DEMO-2058, opened on 18 April 2027. The next stage assumes that the photos have arrived and the owner has confirmed the error and exchange terms.

Complaint handling overview

Stage	Status	Next action	Owner
First reply	Sent	Await photos of item and product code	Isabel
Checks	Owner decision	Check order and stock	Business owner
Customer update	Due 19 Apr at 16:00	Share approved solution or interim update	Isabel

Reply after owner approval

- Hi Kaisa, thank you for the photos. Our checks confirmed that we sent the wrong colour scarf. We're sorry for the mistake.
- The business has approved an exchange for the correct colour at no additional cost. Would this work for you? If so, we'll send the approved return and exchange instructions.
- If an exchange doesn't suit you, please let me know. I'll pass your preference to the owner so we can agree on the next solution. Best wishes, Isabel.

Handover and next step

The customer's preference, owner approval and deadline are recorded against the case. Sending the first reply does not make the case resolved. I will follow up to ensure the customer receives the approved exchange instructions.

The exchange is approved by the owner within this fictional case; it is not a general promise to all customers. No refund or shipment has been initiated.