

## Dealing with Poor Customer Service

### Do Your Research

Students who find themselves at odds with the college or its staff may not know exactly why they are at odds. It is very important to do research before enrolling in courses. This is to ensure that you know all deadlines, policies and procedures and what will be expected of you.

### If the Representative Becomes Rude

While South Texas College strives to provide quality customer service, from time to time you may experience rude or inappropriate behavior. While it may be tempting to return this behavior in reality it would only make the situation worse and further delay you being able to complete your business with the college. If this occurs, our recommendation is that you avoid returning the rude behavior, remain calm, and complete your business.

### What my Next Step

Once you have completed your business speak to them in a calm but assertive manner, and request to speak to their supervisor.

### What if They Will Not Allow You to Speak to a Supervisor

If you are not allowed to speak to their supervisor end the conversation by simply walking away. Be sure that you remain calm at all times. You should now take a few moments to write down some brief notes about what happened while it is fresh in mind. This is important because the further you move away from an incident the harder it is to remember the details.

Once this is done you have a few steps you can take. You can attempt to call the supervisor directly. If they do not answer you should leave a message on their voice mail or send them an email that contains your name and student ID number, how you can be reached, what the matter is in reference to, and a time for you to best be reached. You may also want to let them know it is important that you speak with them.

Once you have left a message it is allow about two business days for a reply. You may also wish to contact the Conflict Resolution Center to make us aware of the situation and that you have left the supervisor a message.