

## Case Summary

# Poor Service and Rudeness



## Case Details

- The customer signed up to a course of three derma roller treatments, scheduled for intervals of six weeks apart. However, a year after the first treatment the courses still have not been completed. She has been repeatedly told when she arrived for the session that the procedure could not go ahead for some reason or another.
- On one occasion, she was forced to sit for an hour with the “numbing” cream on, only to be told the rest of the procedure would not go ahead. Another time she arrived at the clinic to be informed that she had missed her appointment. She challenged the receptionist and was prepared to show her the confirmation e-mail. She was in the process of retrieving this from her phone when another person arrived and told the receptionist that the customer had to reschedule. The new person refused to engage with the customer and when asked about the e-mail she was told that the person who sent it no longer worked for the company.
- She attempted to contact the clinic’s customer service line and after the third time, she spoke to an agent who confirmed that a mistake has been made. When asked whether the clinic would reimburse out of pocket expenses for travel and time off work, she was told rudely, that she would need to put everything writing and send it to the manager. The name of the manager was the same as the person that she had been told no longer worked for the company.

### Why we can help you in cases like these:

1. It deals with customer service.
2. It involves failure to deliver the service as promised and paid for.