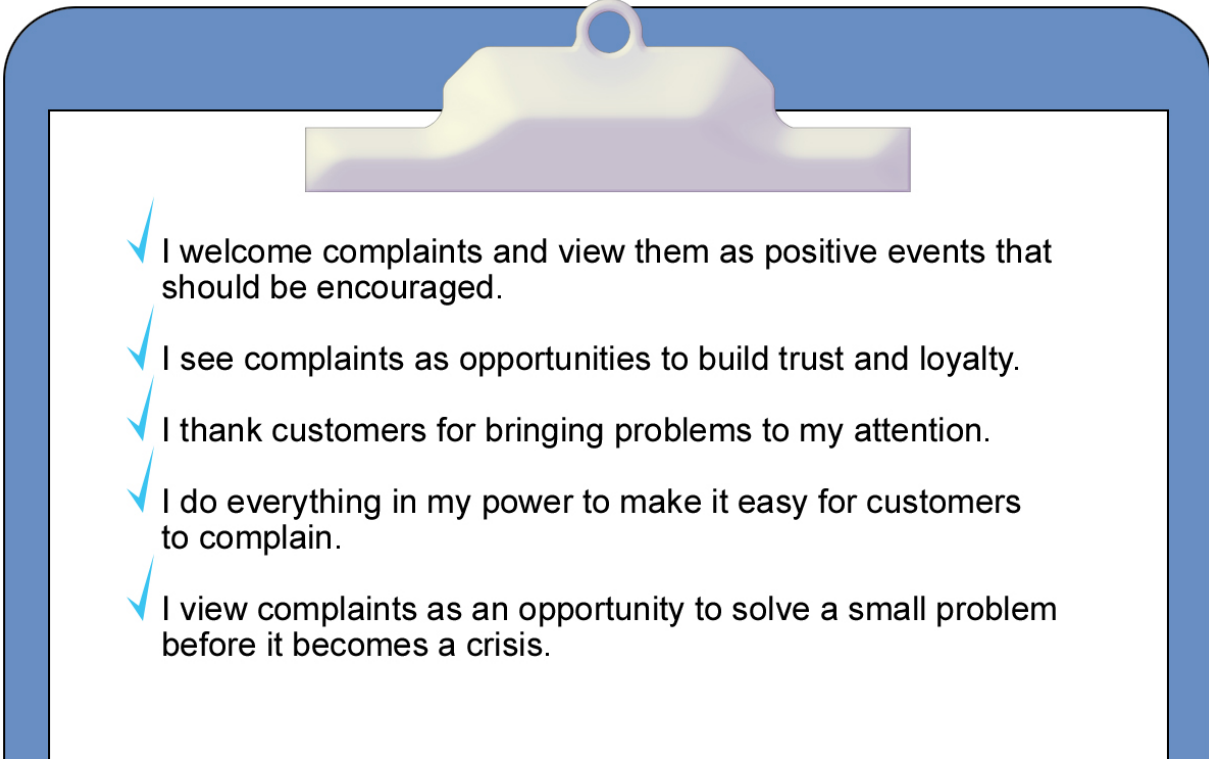


## **Suggestions:**

# **Making it Easy For Customers to Complain**

- When you can hear a customer with a concern in their voice, ask if there is anything you can help him/her with.
- Don't wait for a confused customer to get upset.
- Listen to detect uncertainty in a customer's voice that may indicate that he/she doesn't understand what you are saying.
- Thank your customers for bringing problems to your attention.
- Follow up with your customers to ensure their needs are satisfied.
- Place a suggestion box on the IVR or DPS, INC website for customers to use.

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- ✓ I welcome complaints and view them as positive events that should be encouraged.
  - ✓ I see complaints as opportunities to build trust and loyalty.
  - ✓ I thank customers for bringing problems to my attention.
  - ✓ I do everything in my power to make it easy for customers to complain.
  - ✓ I view complaints as an opportunity to solve a small problem before it becomes a crisis.