



A Complaint Is a Gift: Recovering Customer Loyalty When Things Go Wrong, Second Edition

Janelle Barlow, Claus Møller

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Using numerous real-life examples, *A Complaint Is a Gift* shows precisely how to handle complaints in a way that brings benefit to your organization and satisfaction to your customers--even when you have to say no.

This second edition features two brand-new chapters on receiving and responding to complaints on the Internet; a new section on how to deal with and take advantage of complaints that are directed at your personally; and, turning the tables, a section on how you can complain constructively and effectively. And throughout, the book has been heavily revised, with a wealth of new examples, tools, and strategies.

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