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By Peter Nuttall

Lulu.com, United Kingdom, 2011. Paperback. Book Condition: New. 228 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.Have you got something to complain about? Have you been short changed? Have you complained and got nothing but hollow apologies? Are you due compensation? Then this book could help. With eight years experience in a customer management role for a multi-national retailer, Peter realised that it was the light-hearted, entertaining letters that received the most satisfactory resolutions. I want to complain explains exactly what life is like on the other end of the call-centre telephone. The second section of the book contains a collection of genuine complaint letters along with their replies so you can see for yourself just how it works. Those companies written to include Marks and Spencer, Tesco, Asda and even Newcastle city council to get a parking ticket revoked - all with positive resolutions. I want to complain hopes to put the fun into refund and the jest into goodwill gesture as it takes you on an entertaining and humorous journey into the world of customer services.

Reviews

Thorough guide! Its this sort of very good study. Yes, it really is play, nonetheless an interesting and amazing literature. You may like the way the blogger create this ebook.

-- **Dameon Hettinger**

An incredibly wonderful ebook with perfect and lucid explanations. I really could comprehend every little thing using this written e publication. It is extremely difficult to leave it before concluding, once you begin to read the book.

-- **Tomas Flatley**