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Autore	Garding Stefan
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Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references at the end of each chapters and index.
Nota di contenuto	Organisational Complaint Management -- Moving Towards Successful Complaint Management -- Conceptualising Customer Expectations with Complaint Channels -- Analysis of Customers' Complaint Channel Choice and Complaint Behaviour -- Conclusions for Organisational Complaint Management and Future Research.
Sommario/riassunto	This book investigates customer perceptions and expectations of complaint channels. In addition to the conventional channels, the adequacy of online social networks as new complaint channel is analysed. The managerial recommendations to improve customer satisfaction are based on a survey and reveal critical determinants of customer channel choice and their expectation and perception of each complaint channel.