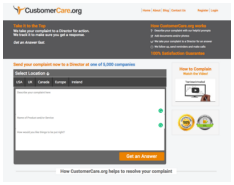
New service, CustomerCare.org, elevates customer problems to Directors for fast action

Friday 1 May, 2015

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Complaints Made Easier

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LONDON, May 1st, 2015 — Customers worldwide now have a new way to resolve problems of all types resulting from defective goods, poor service, mistakes and other problems when dealing with any sector from shops to phone companies to airlines to insurers. CustomerCare.org is a new service that takes a complaint to a Director for action, then monitors it through an advanced tracking system, sending regular reminders and making calls to ensure the issue is not forgotten.

When there's still no response, the issue is escalated to the CEO and tracked, keeping the user informed at all times. If there's no reply from the CEO, the experienced CustomerCare.org monitoring team immediately take over, making calls and/or writing letters to the executive office of the organization to find out why there has been no response to the complaint. Once they've established the problem, the team resubmits the case and continues monitoring it. The CustomerCare.org team are persistent and determined to ensure issues get resolved.

Customers are fed up wasting precious time navigating automated phone systems, listening to music-on-hold and dealing with call-centres staffed by people providing confusing, unhelpful or unintelligible responses. The CustomerCare.org website provides a series of prompts that help customers organize their complaint. The issue is then submitted, along with supporting documents and photos, to a director or senior decision-maker at the relevant organization. This ensures the matter is resolved quickly and effectively.

CustomerCare.org is an independent paid service that provides users with the required resources to create high-level dialogues with people who can understand their problem and promptly authorize suitable action to provide satisfaction.

"Most dissatisfied customers don't complain," says founder Sam Rosen. "People just don't think it's worth the time and effort; they don't know how or where to voice their issue. Many people simply can't be bothered and end up taking their custom elsewhere. That's where CustomerCare.org comes in. We make complaining easy and straightforward by taking it to the top."

Using the simple web interface, a user selects a company or organization and then summarizes the complaint by following helpful prompts to ensure all relevant information is included. Any bills, receipts, documents or photos that support the case can be uploaded.

CustomerCare.org uses email, post, fax and phone. Their database accesses thousands of high-level contacts from top companies around the world to find the best person to contact about an issue. They also hold listings for assistants, managers and other personnel including title, department, telephone numbers and emails together with details of appropriate co-workers, all within established guidelines, to help safely find and learn about the people who are responsible for providing customers with all types of goods and services.

The service is designed to empower customers to get real satisfaction without unnecessary stress.

Watch the short video (1min 35 secs) on YouTube here:

https://youtu.be/InU4-M35WCI

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