

## **CarHistory.us.org Creates New Complaint Resolution Training Program**

*Plans to Resolve Each and Every Customer Complaint Faster Than Before*

Chicago, IL ([PRWEB](#)) December 31, 2013 -- [CarHistory.us.org](#) has started a major new customer service training initiative to better handle a complaint when it comes in from a customer, the company announced yesterday.

“We think that we have a great complaint resolution team working here,” a CarHistory.us.org spokesman said. “But we can always improve. New training methods are being created all the time, and we want to take advantage of them. Our goal is to have the best complaint resolution team in the world.”

Employees will have the chance to take the training course on-site at the CarHistory.us.org office, or else remotely from their computers at home, he said.

“We've always been very flexible about giving our employees work options, and that's going to be no different with our new complaint training,” he said. “The goal here is to improve everyone's skills as quickly as possible.”

The new CarHistory.us.org training will focus on the psychological aspects of resolving a customer complaint, he said.

“Before, we'd always focus on the practical side of complaint resolution,” he said. “But we've realized that when people contact us, there is a psychological aspect to their complaint as well. We want to address this so people leave the interaction happy that they called our company.”

The complaint response training program will last for roughly two weeks, he said. When new employees are hired in the future, they will also undergo the new training program.

About CarHistory.us.org:

[CarHistory.us.org](#), an online source for public records, takes pride in providing the most comprehensive vehicle history reports in North America. With hundreds of users daily, motor vehicle report availability and customer service are top priorities for CarHistory.us.org. Visit CarHistory.us.org today to chat with a live representative, call 1-855-482-6465, or email [Manager@CarHistory.us.org](mailto:Manager@CarHistory.us.org) with any questions or concerns.



**Contact Information**

**Karmen Jones**

CarHistory.us.org

<http://CarHistory.us.org>

+1 855-482-6465

**Online Web 2.0 Version**

You can read the online version of this press release [here](#).