

## **DrivingHistory.com Launches Complaint Response Improvements In 2014**

*Plans to put together new customer service guidelines to respond to a complaint faster.*

Houston, TX ([PRWEB](#)) December 31, 2013 -- [DrivingHistory.com](#) is launching a new customer service initiative in order to solve each and every customer complaint as quickly and fairly as possible, the company announced yesterday.

“What we are looking at doing is seeing how much we can improve our customer complaint division in the new year,” a DrivingHistory.com spokesman said. “We think the end of the year is the best time to look at what you have done, so you can see what you can do better in the future.”

DrivingHistory.com will be adding additional staff to their complaint resolution department, increasing their training program, and changing the customer service structure so that workers have more power and discretion when it comes to resolving complaints.

“The whole idea is that people should have each and every complaint solved to their satisfaction,” he said. “We think we've done a good job at complaint resolution overall, but there is always room for improvement.”

The complaint resolution changes have come as the result of a recent customer service survey, he said.

“Overall, people said they liked the way we responded their complaints, but they thought there were a few ways DrivingHistory.com could do better.”

When the overhaul is complete DrivingHistory.com plans to be able to respond to customer complaints in less than five minutes, and hopes that their overall satisfaction rate will improve.

About DrivingHistory.com:

[DrivingHistory.com](#) driving records search provides instant information that details a person's driving history of violations, suspension and more. With thousands of satisfied customers, DrivingHistory.com is a trusted source for driving record reports. Visit [DrivingHistory.com](#) to chat with a live representative, call 1-866-753-2268 or email [Manager@DrivingHistory.com](mailto:Manager@DrivingHistory.com) with any questions or concerns.



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