

Why bailiffs and debt collectors really do care about complaints. No joke.

Submitted by: Escherman

Tuesday, 19 April 2011

The idea that bailiffs and debt collectors are concerned about complaints and feedback might be regarded as a poor joke. Along with politicians and estate agents, bailiffs and debt collectors are amongst the most reputationally challenged professions in the UK.

However, online feedback management service [managemycomplaints.com](http://www.managemycomplaints.com)

(http://www.managemycomplaints.com/?utm_source=Sourcewire&utm_medium=Press%2Brelease&utm_campaign=Bailiffs1)

has noted an increasing trend of bailiff firms and debt collection agencies signing up to use its software - largely driven by the need to demonstrate to potential customers that they are taking complaints and feedback seriously.

As one example, councils are increasingly outsourcing more and more debt collection services to bailiffs and third party agencies - as the BBC recently noted, unpaid parking fines are the latest to be added to the outsourced debt collection list (<http://www.bbc.co.uk/news/uk-12981794>). And although councils are seeking to gain the most competitive deals for these outsourced contracts, they are also demanding that bailiff firms and debt collectors provide real evidence of a structured approach to handling complaints and feedback.

According to Andrew Aldred at [managemycomplaints.com](http://www.managemycomplaints.com): "Given the current economic climate, many businesses and public sector organisations are looking to outsource even more debt collection services in order to get more value for less cost. However, bailiff firms and debt collection agencies competing for these often lucrative contracts can't simply try to win on price. They have to be able to demonstrate they take complaints and feedback seriously. The reputational damage to a council or business over poor handling of complaints and feedback could far outweigh the initial cost savings of the lowest tender quote. As a result, we are seeing an increasing trend of bailiff firms and debt collection agencies taking feedback and complaint handling far more seriously as reputation now plays a vital role for them in both winning and keeping business. By using [managemycomplaints.com](http://www.managemycomplaints.com), they are able to prove they are taking a best practice approach to handling customer feedback and complaints."

About [managemycomplaints.com](http://www.managemycomplaints.com)

[managemycomplaints.com](http://www.managemycomplaints.com) is the first specialist customer complaint and feedback management application delivered using the Software as a Service (SaaS) model. The cloud-based service enables organisations to capture, manage and analyse complaints and feedback to improve customer satisfaction, increase customer service efficiency, and drive business improvements.

Call now on 0845 5 211 777, or e-mail: info@managemycomplaints.com for a free trial.

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