

## Stairway speaks on the Voice of the Customer at 2012 Complaints Management Forum ...

Written by Sarah Cook

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For the second year running Stairway has been invited to speak about 'Putting the Customer at the Heart of Complaints Handling' at Infoline's 2012 Complaints Management Forum. For a free copy of Stairway's presentation, contact [info@thestairway.co.uk](mailto:info@thestairway.co.uk)