



RV News publishes article on handling customer complaints by Tom Hudson and Eric Johnson

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Just in time for the 4th of July and other summer celebrations, *RV News* has published [Tom Hudson](#) and [Eric Johnson](#)'s article on handling customer complaints. Tom and Eric stress that mishandling customer complaints can lead to serious outcomes for your business, suggesting that every business should establish a Compliance Management System (CMS).

[Click here](#) to read the full article in the July 2018 *RV News* (page 102).

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