



RESPONSE MANAGEMENT

Outsource your customer responses to HGEM

Win time. Save money.

Explore



REVIEW RESPONSES

Outsource responding to your customer reviews.
This is an add-on service to Review Management



COMPLAINT MANAGEMENT

Outsource responding to customer feedback.
This is an add-on service to Guest Feedback



REVIEW RESPONSES

Responding to all reviews in good time influences search engine algorithms, which in turn increases review volume, review ratings and visibility (SEO) - boosting footfall.

Review Responses is a service for companies that want to actively respond to reviews but lack the capacity or budget to do so.

[Read More >](#)

BENEFITS & FEATURES



Guaranteed responses the next working day



Bespoke response templates reflecting your tone of voice



Track responses and response metrics, such as rate and speed, within platform



More cost-effective than recruiting a new hire to respond to reviews



COMPLAINT MANAGEMENT

It's 5-7 times more expensive to win a new customer over retaining one, but businesses often lack the resources to manage customer recovery effectively.

Complaint Management is a service for companies that want to actively respond to customer feedback and/or complaints but lack the capacity or budget to do so.

[Read More >](#)



BESPOKE ESCALATION PROCESS

HGEM service team will be able to delegate tasks to different departments in your business, based on the feedback we gather, so that required action can be taken by your team members.



BENEFITS & FEATURES



Quick customer recovery - first response in 2-3 working days



Bespoke response templates reflecting your tone of voice



Track responses, complaint volume and categories, within platform



Ability to issue vouchers on your behalf to encourage repeat visits

PRICING & CONTACT

The pricing for **Review Responses** and **Complaint Management** will depend on the current volume of your reviews and complaints.

Please get in touch with us for more information about either service, or a quote.



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