

# Key Principles for Handling Disputes

Last Modified on 12/23/2025 9:02 am EST

## 1. Listen Without Judgment

The customer believes they're right. Start from that place of respect.

## 2. Investigate Thoroughly

Every dispute deserves a complete investigation, even if you think the bill is correct.

## 3. Be Transparent

Show your work. Walk customers through your investigation process and findings.

## 4. Admit Errors Quickly

If we made a mistake, own it, fix it fast, and apologize sincerely.

## 5. Explain Clearly

When billing is correct, ensure the customer understands why. Use simple language and specific examples.

## 6. Offer Solutions

Even when no adjustment is warranted, help the customer manage their situation.

## 7. Document Everything

Your notes protect both the company and the customer. Write as if they'll be read in court.

## 8. Stay Professional

Even if a customer is angry or accusatory, maintain professionalism and empathy.

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