



School of Arts, Social Sciences and Management

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Complaint handling and fair decision making in the financial industry¹

Introduction

ce and Ethics.

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now, we're part of the complaints world, there's definitely a change in that where we're starting to see that sameness, same rules, same approach and things like that

ability

separate entity" almost distance

we don't ever feel like we'reneeding to defend the bank's honou1.7 (ub.4)8el)-1.1 (b,1 (ub())i1-1.1 (b,)5l (c 0l.1 (b,))

morally complex

Limitations

REFERENCES

Research in Personnel and Human Resource - Management

Journal of Applied Psychology

Journal of Business Ethics

Journal of Bank Marketing

Applied Psychology,

Journal of

Business Ethics

Journal of

and Society Rev

Law

Policy

J. Consumer

Thematic Review: Complaint handling

Review of complaint handling in banking groups

FCA Handbook

Not Fair: The typology of commonsense unfairness

Handbook of organizational justice

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