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Another article published in top-tier journal

Katja Gelbrich and Holger Roschk's article "Do complainants appreciate overcompensation? A meta-analysis on the effect of simple compensation vs. overcompensation on post-complaint satisfaction" has been published by Marketing Letters: Volume 22 (1): 31-47. Marketing Letters is ranked 11 out of 83 marketing journals in JOURQUAL2.

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