



Complaint handling

Client success story



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Background

As a result of increased media attention surrounding sales of payment protection insurance (PPI), our client, a top six UK retail bank, was experiencing higher than usual levels of complaints. While initially the increase was dealt with by transferring resources internally it was not felt that this was a sustainable solution, as volumes were continuing to increase. As a result Huntswood was asked to supply experienced complaint handlers to supplement the client's in-house team.

The Solution

Within five working days of the initial request being received Huntswood had identified 20 appropriately qualified candidates who were immediately available. As soon as the client gave authority to proceed, the Huntswood team of experienced case handlers, quality assurance checkers and team leaders were deployed to the client site.

The aim of the project team was to process PPI complaints, consistently, fairly and in accordance with regulatory guidelines, while adhering to the client's own internal processes, procedures and service levels, and:

- To improve and maintain customer relations between the client and its customers
- To mitigate any regulatory risk in relation to breaches in the complaint handling process
- To protect the brand reputation of the bank in the marketplace and with its existing customer base
- To confirm eligibility, suitability and product disclosure

The client delivered initial training to the Huntswood team and continued to supply technical support throughout the early stages of the project. Huntswood worked with the client to adapt the terms of the training and competency scheme to meet both regulatory requirements and the needs of the project.



The Result

The Huntswood team quickly learnt the bank's processes and procedures, establishing a best practice approach and subsequently producing internal guidance notes. Productivity increased beyond the original forecasts and feedback on quality and the volume of cases being processed was excellent. As the project progressed, Huntswood was engaged to undertake quality assurance (QA) checking, to supplement the client's internal QA resources, as the team leaders continued to manage workload, workflow, productivity and performance.

Huntswood continued to identify suitable additional resources, allowing the client to increase the size of the project team, enabling the project to fulfil key project objectives within agreed timeframes.

Huntswood also provided additional resources to handle high profile PPI complaints that had been referred by the FOS, as well as undertaking a discrete review of previously declined PPI claims.

Feedback on the speed of Huntswood's response was excellent, as the ability to quickly mobilise a suitably qualified and experienced team was a key criteria for this client when electing to engage Huntswood.

About Huntswood

Huntswood is a professional services organisation which delivers customer services and consulting based solutions to clients throughout the UK, Europe and North America.

Huntswood offers a range of complementary propositions which focus on customer service delivery, consulting, recruitment and learning and development.

Huntswood's background and reputation within the financial services sector has led to the natural migration and diversification of services offered. As well as financial services, Huntswood also delivers solutions to the telecommunication, healthcare, travel and utilities industries, in both the public and private sector, as well as regulators and trade associations.



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