



HUNTSWOOD
A ResultsCX Company



COMPLAINTS360

Domain led. Human guided. AI driven.



CONSULT360

**Strategic advisory services
for transforming complaints
functions**

Enabling firms deliver good customer outcomes through compliance by design

Consult360 is Huntswood's strategic advisory proposition, designed to help regulated organisations assess, design, and transform their complaints functions to deliver better outcomes for customers, regulators, and the business.

In an environment of increasing complaint volumes, heightened regulatory scrutiny, and evolving customer expectations, organisations must go beyond managing complaints efficiently. They need a clear understanding of where risk exists, how their function performs today, and what good looks like in the future.

Consult360 provides an independent, evidence-led diagnostic of your complaints function, combined with a clear, actionable roadmap for transformation. It enables organisations to identify gaps, prioritise improvement initiatives, and build a complaints capability that is efficient, compliant, and aligned to regulatory expectations.

Built on deep domain expertise and real regulatory experience, Consult360 helps organisations turn complaints from a cost centre into a source of insight, improvement, and competitive advantage.

Advisory expertise to turn your complaints function into a competitive asset

Consult360 is a structured advisory service that evaluates your end-to-end complaints function and defines a clear path to improved performance and compliance.

An independent diagnostic across your complaints operation

Benchmarking against industry best practice and a defined maturity model

A future-state Target Operating Model tailored to your organisation

A costed savings and efficiency analysis to support business cases

Detailed recommendations to address gaps across people, process, and technology

The review spans all aspects of complaint handling, from operating model and governance to root cause analysis, training, and culture, ensuring no area is overlooked.

Consult360 delivers not just insight, but a structured plan for change that organisations can act on with confidence.



A 12-area in-depth diagnosis across 4 pillars

Consult360 combines regulatory expertise with a proven diagnostic framework to assess, design, and prioritize transformation activity.



Comprehensive diagnostic

End-to-end review of your complaints function across 12 assessment areas

Coverage includes delivery model, technology, governance, root cause analysis, and customer outcomes

Evidence-led approach with no assumptions or conflicts of interest



Best practice benchmarking

Assessment against a maturity model informed by hundreds of complaints operations

Identification of strengths, gaps, and priority areas for improvement

Insight into what 'good' looks like within your sector today



Target operating model design

Definition of a future-state complaints function aligned to your strategy

Recommendations covering structure, processes, and technology

Integration of regulatory requirements and operational best practice



Costed and actionable roadmap

Quantified efficiency and cost-saving opportunities

Prioritised recommendations with clear implementation steps







Stakeholder workshops to refine outputs and align to business objectives

Consumer Duty and vulnerable customer considerations are embedded throughout the assessment, ensuring compliance is built in rather than treated as an afterthought.



What makes Consult360 different

Consult360 is built specifically for regulated environments, combining independent advisory with deep complaints expertise.

	Advisory delivered by former regulators, ombudsman specialists, and senior practitioners		Proven benchmarking informed by extensive industry data and experience
	Independent, evidence-led diagnostics with no inherent bias		Clear linkage between recommendations, regulatory expectations, and customer outcomes
	Comprehensive coverage across 12 distinct areas of the complaints function		Costed outputs that enable prioritisation and business case development

Consult360 is not simply about assessing your current state. It is about defining a clear, credible path to a complaints function that is efficient, compliant, and capable of driving continuous improvement.





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Talk to us