



HUNTSWOOD
A ResultsCX Company



COMPLAINTS360

Domain led. Human guided. AI driven.



OUTPERFORM360

**Comprehensive complaints
management for regulated
environments**

Outsource end-to-end complaints management

In environments where complaints are high-risk, brand-sensitive, and subject to intense regulatory scrutiny, organisations need more than operational capacity. They need specialist expertise, robust governance, and defensible decision-making. Outperform360 provides a fully managed, regulatory-led complaints function that delivers fair, consistent outcomes while protecting customers, brand, and regulatory standing.

Built on deep expertise in regulated complaint handling, Outperform360 enables organisations to transform complaints from operational burden into an opportunity to strengthen customer trust and deliver sustainable performance improvement.

Turn high-volume complaints into loyalty-building outcomes

Outperform360 is a fully managed complaints service that handles the entire complaint lifecycle through a globally integrated delivery model.

Multi-channel complaint intake and validation	Resolution and redress calculation
Case investigation and evidence management	Regulatory-compliant final response issuance
Customer communication across written and verbal channels	Case closure and full audit readiness

Every element is delivered by regulatory-trained specialists rather than generalist contact centre agents, ensuring complaints are handled with the rigour, accountability, and judgement regulators expect.

Outperform360 is designed to integrate seamlessly with your organisation, aligning to your policies, products, and regulatory obligations while maintaining Huntswood's quality and governance standards.



Expert-led complaint resolution at scale

Outperform360 combines specialist expertise, offshore Centres of Excellence, and structured governance to deliver high-quality complaint resolution at scale.



Delivery and scale

- Globally integrated model combining onshore and offshore capability
- Rapid mobilisation and ability to scale for high-volume demand
- Offshore delivery built to UK regulatory standards, not retrofitted
- Capacity aligned to complaint volumes, complexity, and risk profile
- Quality and regulatory assurance
- Calibrated quality frameworks ensuring consistent, fair outcomes
- Mandatory oversight on complex and high-risk cases
- Regulatory adherence embedded throughout the complaint lifecycle
- Fully documented, audit-ready case files and decision rationale



Governance and transparency

- Structured operational, performance, and risk reviews
- Real-time management information and reporting
- Full audit access with complete traceability
- Clear accountability and decision ownership at every stage



Resourcing approach

- 2,500+ complaints specialists across a global network
- Deployment of regulatory-trained practitioners with domain expertise
- Smart routing of cases based on complexity, sensitivity, and risk
- Dedicated handlers aligned to specific complaint types

This structured approach ensures complaints are resolved efficiently, fairly, and in a way that stands up to regulatory scrutiny.



What makes Outperform360 different

Outperform360 is built as a specialist complaints function, not a traditional outsourcing model.

	Regulatory-led delivery, not contact centre-led: complaints handled as a specialist discipline, with the rigour and accountability regulators expect.		MI that stands up to scrutiny: transparent, defensible reporting designed for board-level and regulatory confidence.
	Judgement-driven outcomes: experienced practitioners empowered to investigate and decide, not follow scripts, ensuring outcomes stand up to FCA and FOS scrutiny.		Focus on root cause, not just resolution: insight-led continuous improvement that reduces complaint volumes and drives long-term operational change.
	Compliance embedded at every stage: risk and compliance ownership built into every interaction, from intake through to final response and closure.		Commercial sustainability through offshore excellence: purpose-built offshore delivery reduces cost-to-serve while maintaining UK regulatory standards and customer fairness.
	Human oversight where it matters most: technology accelerates delivery, but expert specialists remain accountable for decisions and outcomes.		Outperform360 is not simply about resolving complaints. It is about delivering fair, consistent outcomes at scale while strengthening operational resilience, regulatory confidence, and customer trust.





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Talk to us