



HUNTSWOOD

A ResultsCX Company



COMPLAINTS360

Domain led. Human guided. AI driven.



RESOLVE360

**Strategic resource
augmentation for
regulated environments**

Access agile, experienced and vetted workforce on demand

Resolve360 is Huntswood's strategic resource augmentation proposition, designed to help regulated organisations respond quickly to changing demand without compromising quality, compliance, or customer outcomes.

In environments where volumes fluctuate, backlogs emerge, or regulatory expectations intensify, organisations need rapid access to skilled, trusted resource. Resolve360 provides experienced professionals who can be deployed at pace and at scale, supporting operational resilience while avoiding long-term fixed cost.

Built on more than 30 years of regulated resourcing experience, Resolve360 enables organisations to flex capacity confidently, maintain service standards, and protect customers during periods of pressure.

Flexible resource across the full spectrum of regulated complaints activity

Resolve360 is a flexible workforce model that supplements your existing teams with skilled, vetted professionals on demand.

Complaint handling and backlog clearance	Claims handling support
Complaint triage and investigation	Case management and back-office processing
Customer service operations	Regulatory operations and business assurance

Resolve360 is designed to integrate seamlessly into your operation, aligning to your processes, controls, and culture, while maintaining Huntswood's quality and regulatory standards.

Resource can be scaled up or down in line with volumes, risk profile, and operational need without a minimum commitment.



On-demand complaints expertise, built to scale

Resolve360 combines deep regulated recruitment expertise with proven mobilisation and governance disciplines to deliver quality resource at pace.



Deployment and scaling

- Rapid ramp up to meet planned or unplanned demand
- Ability to deploy resource within weeks rather than months
- Proven capability to scale from small teams to large-scale engagements
- Capacity aligned to complaint volumes, complexity, and risk profile



Resourcing approach

- Access to an industry-leading database of over 10,000 vetted associates
- Redeployment from existing engagements where appropriate
- Multiple recruitment channels to ensure speed and resilience
- Capacity planning to support sustainable onboarding and performance



Quality and assurance







- Dedicated in-house screening and vetting team
- Rigorous referencing and background checks aligned to client requirements
- Experienced, multi-skilled associates with regulated market knowledge
- Ongoing quality oversight and audit readiness

This structured approach allows Resolve360 to deliver pace without compromising quality, compliance, or customer outcomes.



What makes Resolve360 different

Resolve360 is built specifically for regulated and customer-critical environments.

	Over 30 years of experience in regulated resource augmentation		A proven audit record and strong regulatory credibility
	Deep specialism in complaints, claims, and customer operations		Flexible commercial models that reduce fixed cost and risk
	Speed of deployment matched with robust quality controls		Access to Huntswood's advisory expertise to support compliant delivery

Resolve360 is not simply about filling gaps. It is about deploying the right capability, at the right time, with the right controls in place, so organisations can remain compliant, responsive, and resilient under pressure.





HUNTSWOOD

A ResultsCX Company



COMPLAINTS360

Domain led. Human guided. AI driven.

Talk to us