



Specialist financial services complaint handling

Helping organisations manage complaints with flexible resourcing

Complaints are a feature of every business landscape and are particularly common in the financial services sector where products emerge quickly and demand is high. In reacting to customer complaints with knowledge and openness, organisations set themselves apart.

Hazell Carr offers the hands-on resource and expertise to help businesses meet these objectives whilst effectively managing cost.

Figures from the Financial Ombudsman indicate that complaint volumes have increased in eight out of the last nine years and look set to continue growing. Organisations must respond proactively to achieve the right customer outcomes and drive further forward customer care.

Hazell Carr supplies customer facing resource and process expertise to handle complaints, strengthen operations and incorporate new regulatory requirements.

Hazell Carr has resolved in excess of two million complaints on behalf of clients.

Our approach covers the immediate need to put things right under pressure and contributes to improvements longer term.

We offer a proven resource model that can be rolled out quickly, tailored to each project, and delivered either on or off-site.

The regulatory landscape changes rapidly, but at present we are experiencing **high demand** in the following areas:

- Payment Protection Insurance (PPI)
- Investment and wealth complaints
- Credit card charges
- Pension switching
- Banking complaints
- Section 77 and 78 of the CCA.

We can provide **end-to-end** complaint handling support, or deliver individual aspects of the process, including:

- Process review and redesign
- Data gathering and file building
- Case review, assessment and decision making
- Redress calculations and payment processing
- Post-offer queries
- FOS escalations.

We have worked with a wide range of clients for over a decade. A current project, which began as a small pilot two years ago, now covers:

- Provision of over 170 reviewers to assist a London based client with high volumes of cases
- Casework for banking, investments, mortgages and pensions
- Self-sufficient operation including administration, reviewers, quality checkers, team leaders and operations managers



Hazzell Carr is one of the UK's leading providers of skilled resources operating in the Financial Services industry today.

For more than a decade, Hazzell Carr has provided companies with a range of placement services, focussing on pensions administration, actuarial, complaint handling, customer services, project management and systems expertise.

With experience across many different sectors and projects, our clients benefit from a highly experienced, skilled and versatile resource pool (staff and associates), helping them manage workloads, develop best practice and transform their levels of customer service.

Hazzell Carr

27 Kings Road
Reading
Berkshire
RG1 3AR

Tel: +44 (0)1189 513 700
Fax: +44 (0)845 345 9497

enquiries@hazzellcarr.com

www.hazzellcarr.com