



**Transforming  
your complaints  
outcomes**

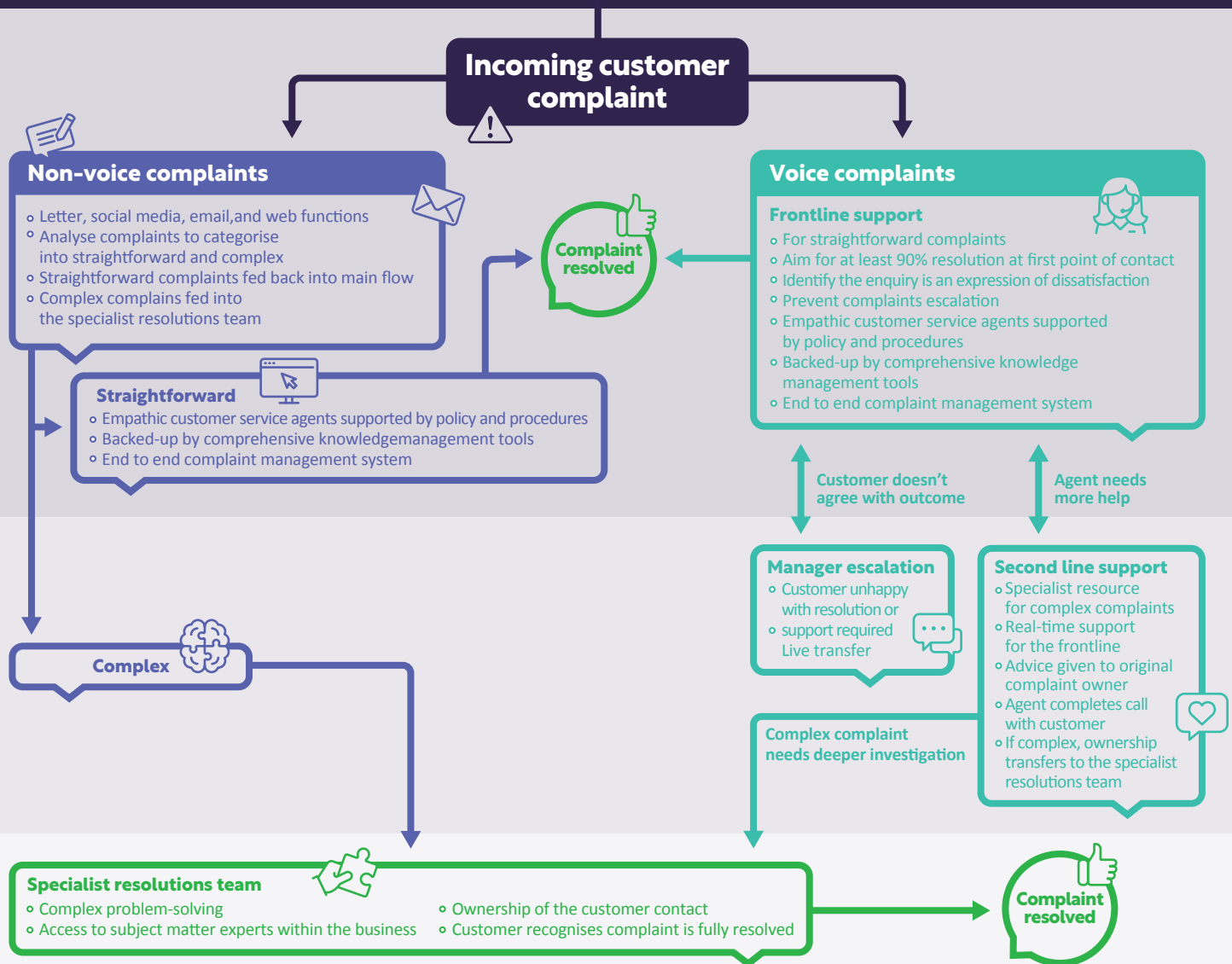
# At Sigma Connected, we pride ourselves on approaching complaints, differently.

Consumers have higher expectations of customer service than ever before and the way you handle their queries and complaints can make or break your relationship in the future.



We have a tried-and-tested complaints methodology, designed to improve the customer experience, encourage retention, reduce demand on your call centres, meet your industry regulations, and add to your overall profitability. You can pick which areas of our complaints offering you need, or let us manage your entire process from beginning to end.

# How Sigma Connected transforms your complaints outcomes



## Underpinning our complaints process:

### Analytics and insight

- Root cause analysis
- Continuous improvement and problem-solving
- Automation of routine tasks

### Continuous development of team

- Making individual development recommendations
- Fostering a culture of coaching and achievement
- Improving customer outcomes



## Why Sigma Connected?

We understand key industries and heavily regulated markets – as well as the needs of customers within these markets.

We work flexibility to scale resources up and down to manage your busiest periods, so there's no need for large-scale internal hiring to keep up with demand.



## Our empathetic approach

Our approach is built on customer care, so no matter the complaint, each customer is always treated with respect and we listen carefully. Our teams are recruited because they're problem-solvers who want to go the extra mile for customers, always ensuring matters are resolved for the benefit of the customer and the client. We foster a culture of continuous development to keep peoples' skillsets up-to-date.



## Putting data at the heart of the process

We use data to inform best practice throughout the complaints process, making tailored recommendations to reduce complaints handling time without compromise to customer service and cost expenditure. And when it comes to performance, data is used for coaching and to recognise achievement, leading to greater job satisfaction.

## Expert analytics



Because we provide MI together with analytics, we can better pinpoint and resolve key customer pain points within your operations.

This allows us to get to the root of the problem, and spot trends where you can transform the customer experience overall.

# We're ready!

With a team of 5,000 customer experienced professionals delivering a 24/7 service, and an omnichannel platform, we can provide you with the extra support you need. We'll help your customers through their complaints journey cost-effectively and flexibly – always putting them at the centre of the service delivery.

And with **less than 1%** of our complaints being escalated to an ombudsman, **less than 10%** of complaints being reopened, and **less than 10%** of complaints still being open at 45 days, **it's safe to say our process works.**



**For more information  
contact us now on:**

 [sigmaconnected.com/complaints](https://sigmaconnected.com/complaints)  [enquiries@sigmaconnected.com](mailto:enquiries@sigmaconnected.com)