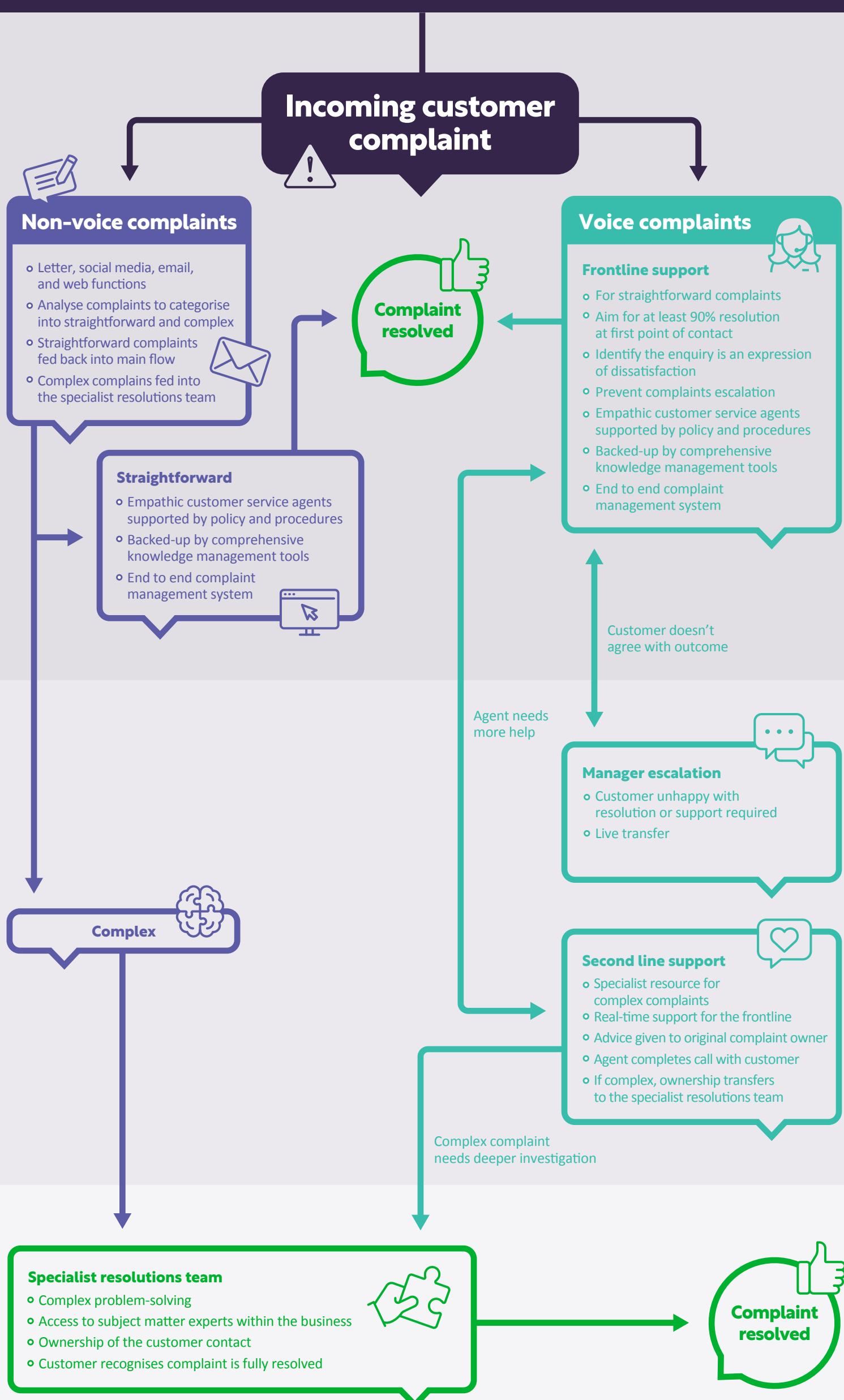


Transforming your complaints outcomes

At Sigma Connected, 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 restructure and manage your entire process from beginning to end.



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 flexibly 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.

Let's transform your complaints outcomes – get in touch today