

Ride the rising wave of Financial Services complaints

Customer complaints are on the up. Is your business ready?

Transform your complaints process

Spark customer loyalty



Our human-centric approach treats customers with empathy, earning their trust and loyalty



Cut costs

Escalation costs are minimised by our expertise in first-time resolution, which reduces Ombudsman referrals and regulatory fines



Gain competitive advantage

Outstanding complaints handling retains customers, enhances your reputation and drives business growth



Confidence in compliance

Our team's deep knowledge of Financial Services rules ensures total regulatory compliance and fair outcomes for your customers

Convert complainers into advocates



By turning negative experiences into positive outcomes, our carefully designed methodology transforms dissatisfied customers into vocal brand champions

Drive continuous improvement



We use complaints data to identify recurring issues, which we then analyse to solve problems and improve processes



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Download **Transforming complaints into customer loyalty** - the eBook from **Sigma Connected** to explore how you could seize the hidden opportunity in every complaint



3.64 million

complaints reported by Financial Services firms in 2024



305,918

new Financial Ombudsman Service cases opened in 2024/25



54%

rise in cases from the previous year



39%

of complaints upheld in consumers' favour