

RegTech enabled complaint handling

Empower your teams to deliver the right outcomes

Restore trust, learn from mistakes, and reap the commercial rewards in the long run.

Powered by RegTech and optimised by years of expertise, we have devised a highly efficient and cost-effective complaint handling process that gives you more for your money.

Best of all, we provide true value by identifying the root causes of complaints and providing recommendations to fix them. As a result, you'll gain knowledge that strengthens compliance and the tools to encourage customer loyalty.

Value from complaints



Strengthen compliance to mitigate future risk, while enhancing customer experiences that encourage loyalty.

What we do



Fully outsourced

We'll assume responsibility for dealing with customer complaints on your premises or at our operations centre.



Overflow outsourced

Effectively manage fluctuations in demand. We'll provide an overflow service during busy periods, using your methodology or our standard approach.



Individual components

We'll take responsibility for individual components from taking a case from initial complaint, through a robust complaint review, customer contact where necessary and remediation and settlement.



Lines of defence

We'll assess whether complaint handling teams and practices are compliant with the latest regulatory standards and are being conducted in the smartest, most efficient way.



Call monitoring

We'll undertake RegTech enabled call monitoring or case reviews to identify whether your staff are handling complaints compliantly and in line with your business processes.



Speedy process

We use our high-performance file review technology to whiz your cases through the process, eliminating manual barriers as we go.

How we do it better



Value through RegTech

We automate resource-heavy admin tasks so we can focus skill where it matters, giving you better value for money.



Agility

We are quick and responsive to your needs, enabling us to scale and adapt to your requirements.



Root cause focused

We identify the root causes of non-compliance and poor customer outcomes, so you can make proactive changes.



Make the most of complaints

Connect with us:

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