

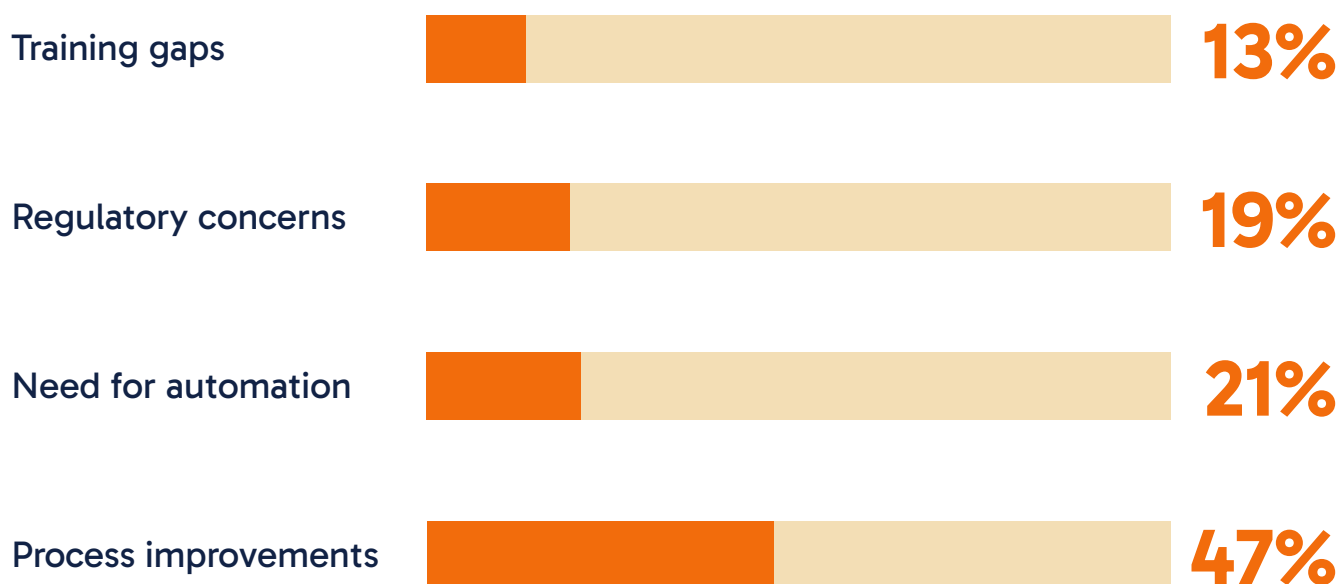


Complaints Handling Under Pressure: What's Your Reality?



During our webinar on **Complaints Management and Compliance**, attendees were invited to complete a short survey, where the findings revealed:

Top takeaways from this session on improving complaints handling?



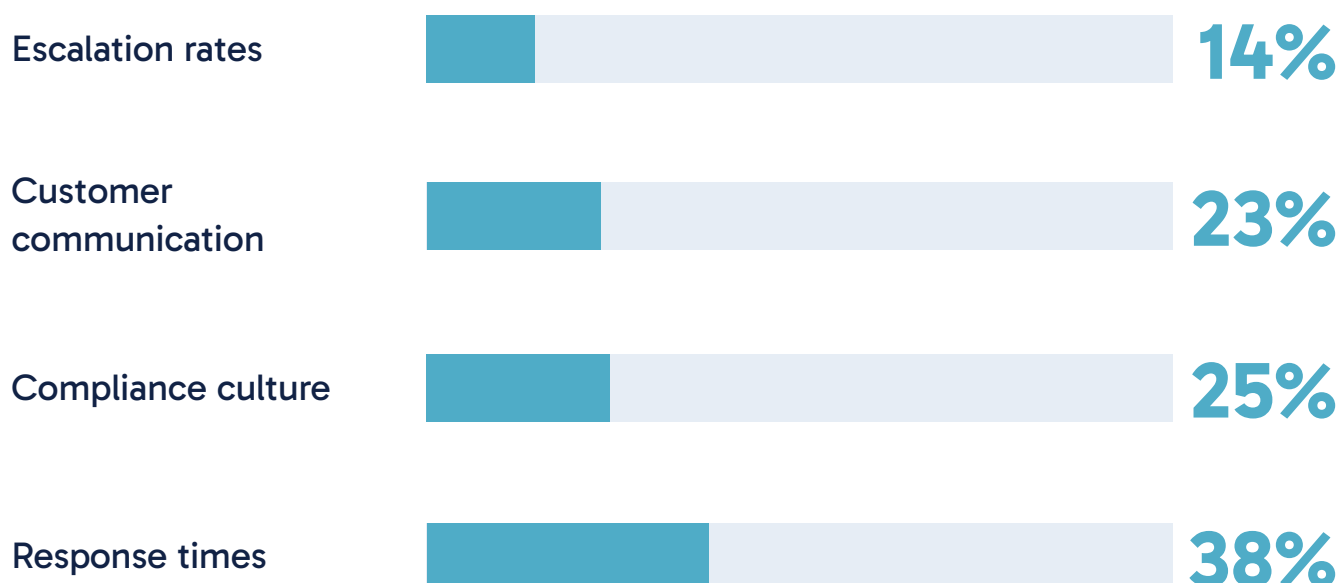
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Process improvements can only be realised when firms pinpoint the root causes, which requires firms to gather the right data consistently to identify trends and potential systemic issues.

Priscilla Gaudoin, Ruleguard's Head of Risk and Compliance

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Biggest challenges in handling customer complaints



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Regulators expect organisations to handle complaints in a timely manner. Consequently, delays in addressing complaints can lead to further customer dissatisfaction, increasing escalation rates to the ombudsmen as well as legal risks and regulatory penalties. To reduce complaints and improve customer outcomes in financial services, firms must undertake a cultural shift and move to a proactive, feedback-oriented culture.

Priscilla Gaudoin, Ruleguard's Head of Risk and Compliance

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Boost satisfaction and trust

Find out how **Ruleguard's Complaint Management Software** helps firms capture, track, and resolve complaints efficiently, ensuring compliance and improving customer outcomes through clear workflows and actionable insights.



0800 408 3845



marketing@ruleguard.com



www.ruleguard.com