



**Job Title:** Complaint Handler

**Department:** Customer Care

**Location:** Kings Hill

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Are you an experienced Complaint Handler? Would you like to work for a company with an Investors in People Gold accreditation? If so, read on, as an exciting opportunity has arisen to join our Customer Care department as a Complaint Handler.

We are offering competitive salary from £20,800 - £25,600 depending on experience plus a quarterly performance related bonus. You will be entitled to loads of great benefits, such as gym subsidy, healthcare cash back plan, travel insurance, pension, 22 days holiday, on site massage and health checks plus much, much more.

Hours of work will be 37.5 per week on a rotating working patterns 8:00-4:00 and 9:00-5:00 Monday to Friday.

The role of the Complaint Handler involves investigating and resolving customer and 3rd party complaints and disputes, providing a superior customer experience and fair outcome.

We are looking for a customer focused individual with previous complaint or dispute handling and investigation experience, ideally within a regulated, financial services environment. You will have excellent written and verbal communication skills, ideally with experience of writing letters. You will be able to work to tight deadlines whilst maintaining a high level of accuracy, and thrive in a busy, fast paced environment.

**Key Accountabilities & Responsibilities**

- Ensure customers are treated in a fair and consistent manner.
- Manage the process relating to customer complaints and/or disputes.
- Take ownership of individual cases from receipt to conclusion.
- Handle cases to the highest standard of customer care and resolve them satisfactorily and in accordance with FCA and TCF principles.
- Ensure all complaints are handled within FCA guidelines and timescales.
- Ensure that responses are clear and demonstrate that a thorough investigation has been undertaken.
- Maintain accurate records on the Company's internal systems providing a clear and concise audit trail.
- Adhere to and maintain compliance with legal and internal processes and procedures.
- Keep up to date with regulatory and legislative changes.
- Provide support, cover, assistance and or guidance to other teams within Customer Care as required.
- Ensure KPI's and Quality Audit results are consistently achieving expectations.

We are running an induction on 28<sup>th</sup> May and 1<sup>st</sup> July so If this sounds like the perfect position for you, then please apply now!

**Disclaimer** -The above statements are intended to describe the general nature and level of work being performed by people assigned to this role. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed to meet the ongoing needs of the organisation.