

Job Description

Job Title	Complaint Handler
Name	
Employing Company	Guardsman Industries Limited
Regulated Entity	Guardsman Industries Limited
Effective Date	July 2021
Reports to	Complaints Supervisor
Other responsibilities include	N/A
Regulatory Function	N/A
Regulatory Description	N/A

Summary of role	To promote a positive complaint handling culture within the business, supporting the efficient, fair, and consistent handling of complaints. This will include collating, investigating, and responding to customer complaints.
------------------------	---

<p>Main Duties</p> <ul style="list-style-type: none"> • Deal with complaints within regulatory timeframes. • Liaise with colleagues, customers, and retailers to investigate the complaint. • Review customer letters, documents, telephone calls and correspondence to gather information and understand accurately the root cause of the complaint and any evidence presented to ensure fair outcomes. • Updating all relevant parties on the progress of a complaint through telephone calls, email, and letter responses. • Using own autonomy to manage workflow and follow up any additional actions required, advising customers when they can expect a final response. • Drafting and sending out correspondence ensuring it is factual, clear, and concise. • Making fair, impartial decisions on whether to uphold or reject a complaint in line with the TCF principles. • Remediating any upheld customer complaints within agreed authority limits – including redress, proposals to refund, credit and offer gestures of goodwill where appropriate. • Ensuring customers are clear on their rights to refer to the FOS. • Being able to recognise vulnerable customers and adapt approach as required. • Making suggestions to improve processes and documentation. • Prepare reports for the team and for internal meetings. • Assisting with general department administration. • Taking an active role in supporting other team members to ensure SLA's are met.

Note: Every effort has been made to make this job description as complete as possible. However, it in no way states or implies that these are the only duties you will perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of this position.



Essential skills/experience

Essential

- Be able to work in a high volume, fast paced environment
- Meet deadlines by organizing and prioritising work
- Meticulous attention to detail and professionalism
- Excellent communication skills and articulation – verbally and written
- Intermediate level in Excel and Word

Desirable

- Proven knowledge of complaints handling
- Previous experience in working within Financial Services or other regulated industry

Stakeholders/structure team/reporting line

- Reporting to the Complaints Supervisor

Logistics: salary/travel/location/shift/start date

- Office location Abingdon, flexibility to work from home for the right candidate

Equal opportunities:

The Amynta Group and Guardsman Industries are both equal opportunity employers. Both Companies are committed to being inclusive employers and welcome applications from all suitably qualified applicants irrespective of their background.

This job description provides a high-level review of the types of work performed. Other job-related duties may be assigned as required.

Signature and Date (Job Holder)

Complaints Supervisor Signature and Date

This job description must be reviewed at least annually or following any significant change.

Note: Every effort has been made to make this job description as complete as possible. However, it in no way states or implies that these are the only duties you will perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of this position.