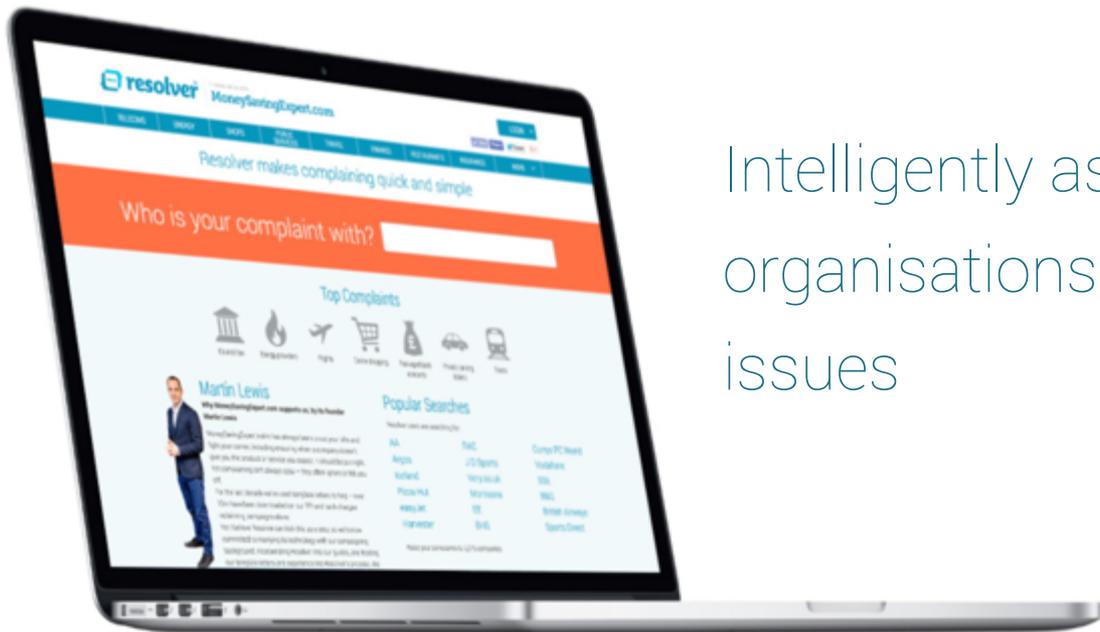


Love Complaints

- James Walker -

Introduction to Resolver



Intelligently assisting consumers and organisations to resolve consumers' issues

Recommend/engaged with...

MoneySavingExpert.com

ofgem

Ombudsman Services
Good for consumers - Good for business

The Furniture Ombudsman

citizens advice

Ofcom

the Money Advice Service

ageUK
Love later life

ORR
OFFICE OF RAIL AND ROAD

JUSTICE

Financial Ombudsman Service

advice UK

Housing Ombudsman Service

CMA
Competition & Markets Authority

OMBUDSMAN ASSOCIATION

BUY WITH CONFIDENCE
TRADING STANDARDS APPROVED

MOTOR INDUSTRY CODE OF PRACTICE
Service and Repair

APPROVED CODE
TRADINGSTANDARDSUK

ctsi Chartered Trading Standards Institute

THE RETAIL OMBUDSMAN

resolver



In 24-months Resolver has become the

4th largest consumer rights website



In 2016 we will help

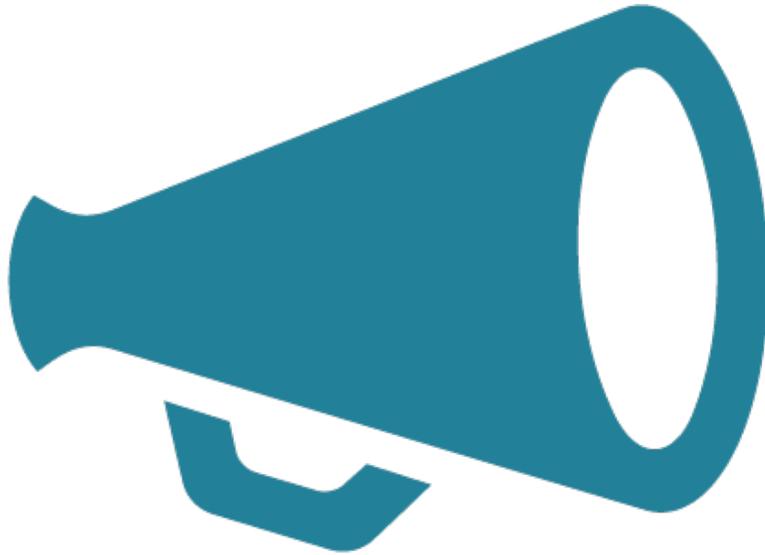
800k consumers
with £90m of issues



complaints are hard



Self-service now makes
complaints the
customer's key loyalty
touch point



It is easier to engage with third parties and yet ease of engagement is key factor in customer loyalty*

* = IPSOS MORI, "Are you making your customers work too hard", 2016



complaints are expensive



45%* of customers are still dissatisfied when the business considers the case close

* = YouGov Research, 2015



complaints are good





brand v service







the good just do it







complexity means loyalty







worry about emotion



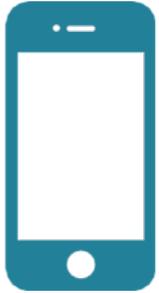




what else is going on









complaining is personal

Better Off Villagers



Owner Occupied
Terraces

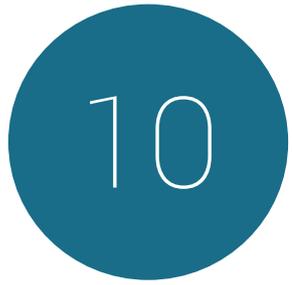


Young Family Low Cost Housing



Semi Skilled workers
In traditional neighborhoods





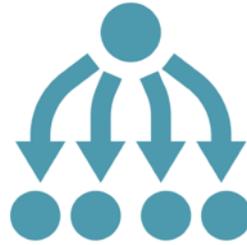
predicting needs knowledge



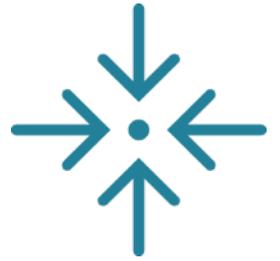
Emotion



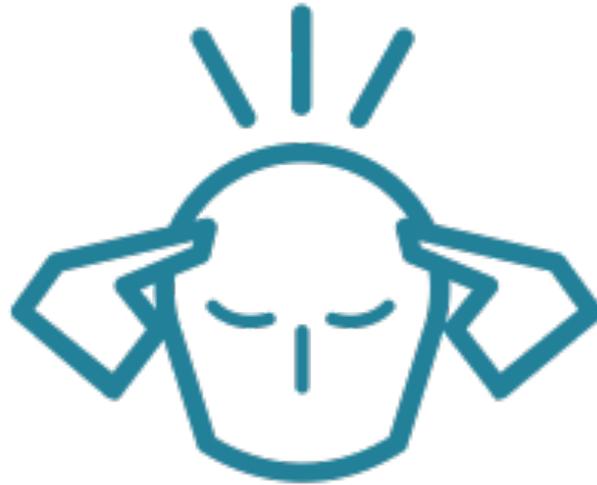
Profile



Issue



External



Mary



Wanted



£40



Offered



£20



Outcome



Churns

Mungo



Wanted



Apology



Offered



£20



Outcome



Excess Payout

Midge



Wanted



£150



Offered



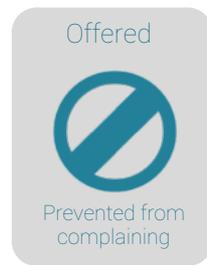
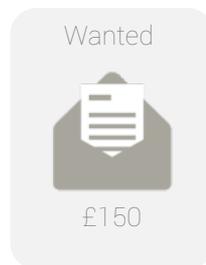
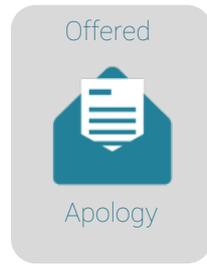
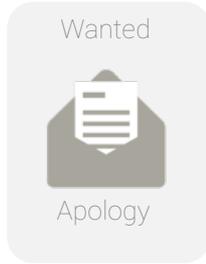
£20



Outcome



Escalates to Ombudsman





Helping create better customer service

Love Complaints

- james@resolver.co.uk -