

Motor Finance Provider – Complaints Resolution

The Task

Following the successfully delivery of three other programmes of work, our client sought support from Momenta to resolve a cohort of 450 consumer complaints.

The cases related to alleged product mis-selling and credit file complaints, which had breached the client’s 8-week SLA for resolution.

All complaints needed to be resolved within a maximum period of 12 weeks.

Our Solution



Resourcing Plan: Momenta deployed a team of Complaint Handling specialists with a Team Leader to take full ownership of the ringfenced complaints – from allocation, to investigation, through to resolution



Quality: We implemented robust controls to ensure the client’s quality standards were maintained, while clearing the backlog and ensuring no further regulatory breaches



Training: Tailor-made training & accreditation was completed over 2 weeks, with each Case Handler being accredited ahead of plan



SME Expertise: We placed highly experienced individuals to support our client in the design of processes to support future customer complaints

New process efficiencies introduced by Momenta

Team of the year at company awards

+35% improvement in QA pass rate

Client Outcome



The project was completed within 11 weeks, delivering a record number of resolved complaints ahead of our client’s target



Due to Momenta’s efficiency, the client was able to increase the daily production target for their existing staff and reduce operating costs



Following outstanding QA results, Momenta resources were deployed to deliver training to our client’s internal teams