



# Contact Centre Services



Chartered Trading Standards Institute  
Building **Better** Business



## The business behind your business.

### We can provide the experience and skills that help set your business apart.

At CTSI we are proud of our long history of providing services to government and businesses. From consumer law training to bespoke technology systems and contact centre services, our expertise and highly regarded reputation makes us the perfect partners to help your business succeed.

Our brand is trustworthy and reliable and synonymous in protecting consumers and safeguarding businesses. Alignment with the CTSI brand offers a way for your business to distinguish its offering from that of your competitors.

Our extensive range of business services can help organisations of all sizes. From administration to event management, our far-reaching expertise can support you at any stage on your journey to building a better business.

#### **Contact Centre Services**

Our highly experienced management team has more than 40 years' experience in providing call and contact centre services and can react dynamically to the needs of our customers.

As proud holders of the Customer Service Excellence award since 2014, our highly trained call handlers excel in providing advice, guidance and support to businesses and consumers. With our flexible and varied approach, our team advise on a wide range of subjects and can quickly take on new areas and industry sectors.

Our systems or software can be tailored to your specific needs and integrated seamlessly with your existing systems, and with no limitations on geographical location our flexible service can be scaled to suit your organisation.

We use industry leading software with a secure infrastructure to take care of your data protection, digital security and business continuity needs.



#### **Consumer Law Training**

Our consumer law training is written by consumer law experts and delivered by our highly experienced team of trainers. We will work with you to produce the most effective learning method to suit your organisation, which can be delivered in the convenience of your own premises, the CTSI training suite, or online, using tools such as webinars and telephone tutorials. We specialise in consumer law training on both a domestic and European level, with the option for a more in-depth focus on key areas.

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## Customer Service Training

Good customer service builds reputation, increases customer satisfaction and encourages customer loyalty. Our Customer Service Excellence accreditation demonstrates our success in attaining and retaining a high level of service, and that our team is highly qualified to develop your staff and equip them with the key skills and knowledge required to enhance your customer's experience.

## Call Handling Training

The importance of call handling training speaks for itself, having employees who can connect with your customers effectively and efficiently is essential when dealing with your customer enquiries. The skills involved are transferable to all the approaches that your organisation uses to communicate with your customers.

We can help you develop and maintain the skills required for dealing with a wide range of bodies from individual consumers to major government stakeholders.

## Complaint Handling

Effective complaints handling is vital in ensuring brand loyalty and provides an additional mechanism in understanding your customer's views and expectations.

CTSI is instantly recognisable as the organisation at the forefront of consumer protection in the UK, and alignment with our brand in handling any complaints about your service creates a level of impartiality, fairness and integrity that only we can bring. We are able to investigate complaints and provide an unbiased view on the handling and validity of the complaint.

## Quality Monitoring and Auditing

With our long established and well-respected reputation, CTSI is well placed to support your business when having your complaints handling and customer service practices externally monitored.

The Contact Centre Team are already leaders in providing good customer services and are proud holders of the accredited CSE award. We can externally verify that your processes are robust, fit for purpose and are being followed, giving your organisation credibility and integrity - a key factor in improving customer satisfaction. External auditing provides valuable prompts for reviewing organisational performance and individual conduct.



**WINNERS OF A NATIONAL HERO AWARD 2019 FOR  
OUTSTANDING TRADING STANDARDS PROJECT**

**CTSI's extensive range of business support services also include:**

Auditing and Accreditation | Business Support and Advice | Finance and Administration | Business Training & Consultancy

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