



THE UK COMPLAINT
**HANDLING
AWARDS'19**



WANT TO RAISE YOUR PROFILE AND LEARN HOW THE UK'S TOP COMPANIES HANDLE COMPLAINTS?

Here is how to apply to judge at the
UK Complaint Handling Awards 2019:



CONTACT OUR JUDGE CONSULTANT TO EXPRESS YOUR INTEREST

Simply phone the Judge Recruitment Manager Lisa Bailey on 01223 911755 or email judging@awardsinternational.eu to find out more about what judging involves and provide a brief overview of your experience within the field. Or see what you need to qualify as a judge [here](#).



SIT TIGHT WHILST OUR CONSULTANTS REVIEW YOUR CV

Once you've expressed interest in judging these prestigious awards, our team will review your CV or LinkedIn profile. Looking at the field you are passionate about, we will ensure we have a category which is a good fit for you. And our due diligence ensures you meet our high standards. This usually takes 24 hours.



CONFIRM YOUR PLACE ON THE JUDGING PANEL

Once we have reviewed your application and confirmed your place on the panel, a payment of £299+vat is required. This includes a place at the Gala Luncheon and Awards Ceremony, inclusion of a Judge personal profile and company logo on the *Meet Our Judges* webpage and a judge promotional graphic to use on your business stationery, social media profile, and website.



LET THE ONLINE JUDGING COMMENCE

Once the finalists have been announced, you will be allocated between five and nine entries to score (all within one category). You will have a minimum of four weeks to review, score and comment on these entries, providing your your feedback on a simple online submission system.



JUDGING LIVE PRESENTATIONS

You now have the chance to meet the professionals behind the entries. The awards finals take place on 8th March 2018 at Park Plaza Riverbank, London. During the morning, you will judge your category's live presentations which will last for 30 minutes per entry. You will view the presentations, ask questions and then write your scores and feedback immediately after each finalist has presented. Your scores will be collected and counted straight away.



NETWORKING AND PROFESSIONAL DEVELOPMENT

During the day, you may like to take advantage of the networking breaks to meet the finalists and judges from other categories. And in the afternoon, make the most of the opportunity to network with fellow judges and finalists over a three-course gala lunch when the winners will be announced



SPREAD THE WORD ABOUT YOUR JUDGE STATUS

The incredible potential to raise your profile and build credibility continues long after the Awards Finals. You will be provided with a Judge's Promo Card to be used across social media and we welcome content from our judges to share with our 45,000 readers of the *Customer Experience Magazine*.



"I chose to come along and judge as part of the UK Complaint Handling Awards as I have been on the other side of the fence entering awards for many years and I decided there was a different perspective to be gained, and we all have lots to learn about consumer complaints. Sadly we live in a world where it is very quick to judge the service and the things we buy and I thought maybe there was an opportunity to come and learn best practices and really understand what other companies are doing."

Mandy Holford, Director of Customer Services, Echo-U

SO WHAT ARE YOU WAITING FOR?
Contact our team today on 01223 911755
or judging@awardsinternational.eu

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