




Complaints & Helpdesk Services

Anderson Acoustics





Every interaction with communities and every complaint received is an opportunity to **make things better, learn and improve.**

Our Complaints and Helpdesk team provide outsourced **complaints handling** and **customer response services.**

Anderson Acoustics provide a **flexible, insightful** and **high quality** service for handling complaints, information requests and community engagement.



What we do



Helpdesk & Complaints

Call management, social media monitoring, case response design, complaint investigation & expert data analysis.



Community engagement

Focus-groups, consultation events, group visits, case study generation and management of community relations.



Heathrow Airport

With **8,000+** cases handled per month,
we reduced response time with over
99% of complaints responded
to within **5** working days

“ Complaints are the most direct feedback you can receive, the way that contact is handled can shape the person’s view of your organisation. Addressing the complaint in a timely and personal manner with **respect, empathy** and **understanding** are critical success factors in building **trust**. ”

Iain MacKenzie, Community Engagement Service Manager, Anderson Acoustics

Why us?



Bespoke
service plans



24/7 cover
available



Consultation
& outreach



Consultancy
mindset



Independent
experts



Business
insight



Heathrow

Quieter Homes Initiative –
helpdesk, guidance and community visits

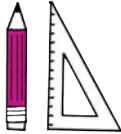
Crossrail

Complaint investigation
and analysis, home visits and
engagement with communities

Network Rail

Oxford Corridor community outreach,
visiting residents as part of sound
insulation scheme

Other services



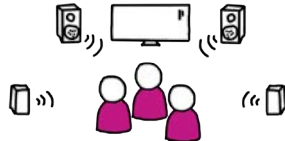
**Acoustic
design advice**



**GIS & data
mapping**



**Noise
management**



**Community
sound
demonstrations**

Acoustics for a better future. An acoustics consultancy making a conscious contribution to improving quality of life and enable a sustainable future.

Great people. Driven by quality. Technically robust.



Anderson Acoustics was formed in 2006 and we have a reputation for delivering a reliable, honest, friendly and professional service.

We pride ourselves on developing an excellent understanding of our clients' needs; we work collaboratively, adding value wherever possible to secure successful and sustainable results.

With offices in London and Brighton, we are large enough to have the capacity and flexibility to meet changing requirements, yet small enough to care.

We work behind the scenes as part of your team. It's the planning and project management that makes the difference. We pro-actively verify site-readiness, train staff and coordinate site visits to reduce costs and avoid surprises.

Get in touch



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