

Natalie Dunn

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Ms Fiona Grant
Customer Relations Manager
Clyde Water Services
200 Broomielaw
Glasgow G2 8LT

Dear Ms Grant

Application for Complaints Handler (ref. CR-2026-31)

I am applying for the Complaints Handler role (ref. CR-2026-31). I have five years' customer service experience on phone, webchat and email, most recently in an energy supplier's contact centre.

I handle about 60 calls and webchats a day on bills and payment plans, and over the last year I resolved 78% of contacts at the first contact against a team target of 70%. When a complaint needs more, I log it in the CRM, follow the complaints procedure and call the customer back on the day I promised.

Your advert mentions support for customers in vulnerable circumstances. I set up affordable payment plans under our vulnerable customer policy every week and would bring that care to your team.

I can work shifts including evenings and Saturdays. My CV is attached, and I would be pleased to talk about the role. Thank you for considering my application.

Yours sincerely

Natalie Dunn