

Justin Tippett

**Customer Service & Contact Centre Performance Expert
Founder & CEO, ACXPA**



Independent, practitioner-led insight into service performance, complaints, workforce and AI in customer operations.

Available to comment on:

• Customer service failures • Call centre wait times • Complaints and service breakdowns • Workforce and outsourcing pressures • AI in customer service • Why service performance rises or falls

Profile

Justin Tippett is a customer service, customer experience (CX) and service operations specialist with more than three decades of leadership experience across frontline delivery, contact centres, phone, digital and hybrid service environments, complaints handling, and large-scale operational transformation.

He is the Founder and CEO of the Australian Customer Experience Professionals Association (ACXPA), Chair of the monthly Contact Centre Industry Roundtables, co-creator of the Australian Call Centre Rankings and Australian Contact Centre Quality Standards and a regular judge on local and international awards.

He comments regularly in the media on why service performance rises or falls — including wait times, complaint spikes, workforce pressures and the practical impact of AI in live service environments. He also judges industry awards locally and internationally.

Media

ABC | Channel 7 News | Channel 9 News & A Current Affair | Business and industry podcasts

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