

# Complaints Case Management

Manage customer feedback more efficiently to deliver better outcomes

Today's customers expect ever increasing levels of service, the capability to reach your organization to express their views through preferred channels and for an effective response

Civica Complaints Management is designed to help you capture and manage customer feedback across multiple channels – including web, phone, email and social media.

Powered by the iCasework platform, information can flow to the relevant departments across your organisation for processing. Intelligent automation to help you deliver the right outcomes in a consistent and timely way.

"We were looking for a highly secure and flexible system to support the best outcomes for our customers, while being easy to use for our employees. Case Management will allow us a fuller understanding of the nature of complaints and help us build on improved services for all customers in the future."

**Anthony Thomas**  
Head of Customer Assurance  
Admiral Insurance

## Responsive

Capture, manage, respond to and report on feedback from across your business network including complaints, queries, suggestions, compliments and social media comments.

## Efficient

Easy to use tools and intuitive workflows require minimal training; automated template document creation ensures accurate and timely messaging; all optimising case handler time, minimising errors, and improving outcomes

## Highly configurable

Civica Complaints Management's highly flexible low-code / no-code workflow tools allow rapid implementation of solutions designed to meet your changing needs.

## Cloud-based

Delivered as a cloud-based, secure, scalable, and high-performance Software as a Service (SaaS) solution. Data segregation and advanced controls ensure your data remains secure. Can be deployed to different cloud-regions to meet data protection requirements.

## Key takeaways

1 50% faster complaint setup with less steps

2 Simplify generation of regulatory reports

3 Award-winning Complaints Handling solution

+20%

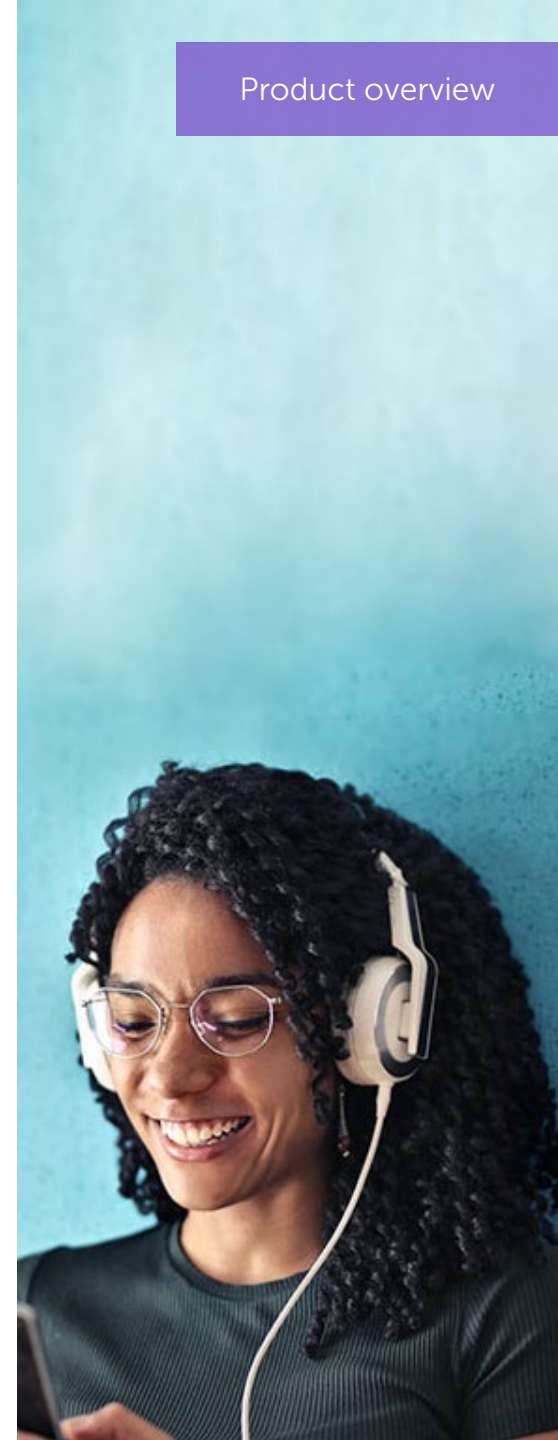
Greater than 21% reduction in complaint resolving times

**Learn more:**

[civica.com/complaints-management](https://civica.com/complaints-management)

**Contact email:**

[casemanagement@civica.co.uk](mailto:casemanagement@civica.co.uk)



## Civica

- We have 20+ years' experience of implementing digital workplace solutions for organisations of all sizes in both the public and private sectors
- Helping more than 3,500 organisations make every day better with cloud technologies
- We can rapidly configure new solutions with no need for lengthy bespoke development
- A fully browser-based, responsive design optimises the experience on any device for customers and users
- The platform underpinning our case management solutions is mature, secure, and scalable, and accredited under ISO 9001 and ISO 27001
- Delivery of SaaS solutions removes the need for you to procure, install and manage hardware; and ensures scalability
- Your data is kept private using single-tenant database schemas, and protected through regionalisation

## Why Civica Complaints Management?

Civica Complaints Management is a highly configurable SaaS case management solution secure and able to scale to meet the changing needs of your organisation.

Pre-configured to support a number of sectors and their specific needs across the private and public sectors including: Central & local government, telecoms, utilities, and other regulated Services.

Built on the Civica Case Management platform, powered by iCasework, the solution provides:

### Case Management

Consistent case management workflow streamlines processes and supports regulatory compliance.

Automated communication and timed reminders throughout the case lifecycle.

### Self-service

Enable self-service progress tracking portals for customer and third-party access.

### Secure Data Delivery

Built-in data delivery processes allow customers to securely access password-protected sensitive content while avoiding the risk of data transfer outside the system.

### Easy to integrate

Push and pull API interfaces designed to integrate with a multitude of third-party applications

### Centralized and Accessible

All case content in the platform, such as messages, media and documents - are automatically associated with their case for future reference.

### Analysis and reporting

Classification of complaints enables effective root cause analysis, prevents issues going unnoticed, and identifies opportunities for improvement

### Full audit trail

Comprehensive and redactable audit trail for each case, ensuring complete transparency for internal & external reviews.

### Intuitive

Simple-to-understand and easy-to-use interface and workflows, requiring minimum training and lo-code / no-code customisation.

## Find out more

Find out how Civica Complaints Management can integrate into your systems and help your teams do more.

Visit us [online](#) or email us at [casemanagement@civica.co.uk](mailto:casemanagement@civica.co.uk)

#### Learn more:

[civica.com/complaints-management](https://civica.com/complaints-management)

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