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.

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

“So intuitive, it only takes half the time to get new complaints handlers trained and productive.”

Shane Hook,
Complaints Platform-Product Owner
Admiral Insurance

“Based on an extensive time and motion study we’re seeing a 50% reduction in complaints service admin – which is huge!”

Learn more:
civica.com/complaints-management
Contact email:
casemanagement@civica.co.uk
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.

**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.

---

Learn more:  
civica.com/complaints-management  
Contact email:  
casemanagement@civica.co.uk