

# iCasework

## Simplifying your RG 165 requirements

Delivering useful feedback and on-demand customer complaint management solution to improve service performance and experience.

The Financial Services Industry Royal Commission resulted in the introduction of a number of changes for the industry. The commission identified that the industry needed to improve dispute management - both for IDR (Internal Dispute Resolution) and EDR (External Dispute Resolution). Whilst the financial services sector was already capturing complaints and disputes, a consistent approach across the industry was required. In addition to that, the Ramsay review panel highlighted the gaps in the IDR and EDR. In order to address the gaps, ASIC initiated a consultation with the industry to revise the RG 165. The ASIC has sought public consultation on the draft RG 165 and aims to release the revised regulation by the end of 2019.

Civica iCasework has a pre-built RG 165 template that meets these compliance requirements out of the box for tracking and reporting complaints regardless of where and how the customer contacts your organisation, whether this is phone, email or through social media. Civica iCasework provides the visibility you need for all complaints in real time, with intelligent, automated process, seamless workflows and time-bound escalations supporting the need to meet and exceed the response time required by RG165.



Save time & improve customer experience



Ensure transparency



Meet the RG 165 requirements

### iCasework makes it easy to meet the RG 165 requirements

- ▶ **Records all complaints including those resolved immediately**  
Each complaint is given unique identifier or reference number.
- ▶ **Acknowledges the receipt of each complaint promptly within 24 hours of receiving it**  
Similar cases can be identified easily, allowing case handlers to either link issues or review previous responses.
- ▶ **Responds to each complaint within IDR timeframes**  
Using pre-configured templates industry specific processes can be rapidly deployed and rolled out across organisations with an automated escalations to meet the SLA.
- ▶ **Collects all social media complaints**  
Gather complaints from a wide range of social media platforms and allow users to post responses to Twitter & Facebook. It also integrates with popular social media listening tools such as HootSuite.
- ▶ **Easily enables the mandatory reporting to be submitted to ASIC every six-months to improve transparency of the complaints process.**  
iCasework provides an extensive library of commonly used reports that deliver relevant information to a variety of audiences within the organisation.