# Action iT

Complaints Assist

Purpose of the Complaints Assist module:

Complaints Assist facilitates organisational management of complaints. Complaints can be received by one or more staff members and are electronically distributed to the department / individual responsible for addressing the complaint(s). The assigned respondent updates the complaint electronically and, once complete, closes the call. An electronic complaints register and other reports can be generated as required.

The working of the Complaints Assist module:
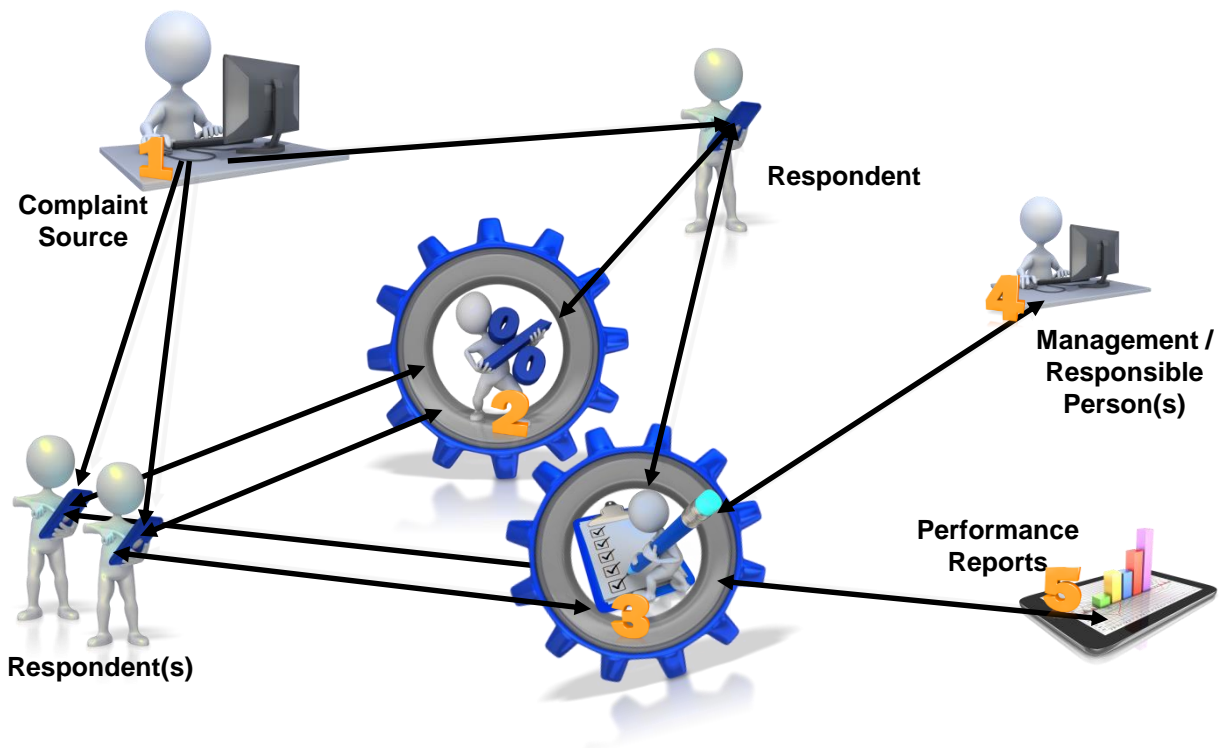
1 - The Complaint Source captures the complain details on the online system. For each complaint a respondent is identified;

2 - The respondent(s) will review the complaint and will update the progress towards completion on the system by updating the completion status and documenting all relevant supporting information;

3 - The respondent(s) will mark the complaint as closed once the complaint has been completely addressed. This will update the users personal dashboard;

4 - The management team can access the system to provide support and guidance to the respondent(s) with the closing of complaints.

5 - The users can generate reports and graphs as required. The information presented is supported by the automated online activity log.

Key features of Complaints Assist include:

- the availability of an online Complaints Register;

- functionality for the module administrator to define and manage user access as required by the organisation;

- functionality for the module administrator to define all the client specific defaults for the module which includes functionality to allow the user to define respondents and as many additional user define fields (UDFs) as operationally required. The additional UDFs can be either numeric, date, list or text fields;

- easy, user friendly update process;

- real-time up to date dashboards for each user showing the users overdue actions, actions due today and actions due in the future number of days as defined by the specific user;

- a 3-Click process for action owners to update the actions assigned to them;

- functionality for the users to attach documents to actions as is operationally required;

- standard audit trail reporting where all activity on the tool is logged are and time stamped;

- The system automatically tracks the time it has taken the respondent to close a complaint.

Operational management benefits of Complaints Assist include:

- high level of organisational customisation in defining the module setups to meet the organisations own business requirements;

- automatic generation of notifications and reminders to predefined users;

- The individual user dashboards clearly show the progress to completion of complaints assigned to the user and if the task is overdue (past the defined deadline date);

- users can generate their own customised reports using the report generation functionality which allows for the use of various data filters and data grouping tools;

- reporting is generated on screen or exported to excel;

- improved communication between all stakeholders as up to date information is available on a centralised database (Online Complaints Register) to all registered users at all times;

- the output from the complaints management processes can assist with operational and individual performance management;

- complaints data is kept in the data base for future reference and reporting purposes;

- Management information is available in the database to assist management with the investigation into the causes for and the time taken to resolve complaints.

Contact Us:

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