

## Complaints Manager

### COMPLAINT MANAGEMENT SYSTEM ALIGNED WITH NHS SCOTLAND PROCEDURES

CC Tracker is a powerful, easy-to-use intranet-based collaboration tool to help organisations manage and track complaints efficiently.

As a browser-based application, CC Tracker can be rapidly deployed to both internal and external personnel, thereby supporting the business in a distributed environment.

### Complaint Management

Users can log new complaints, comments and compliments through a simple interface, designed to be intuitive, easy to use, and thereby minimising training requirements.

Complaints are then reviewed by the Complaints Officer, who can then assign them to appropriate staff to acknowledge, investigate and record outcomes according to current NHS Scotland Complaint procedures.

Automated Workflow and Document Management functionality simplifies both the Director and Chief Executive reviews, and the issuing of a letter to the complainant.

Flexible levels of authorisation and access ensure confidentiality throughout the process, providing full audit capability and clear lines of accountability.

### Timeline Compliance

Most organisations have performance targets that the complaints manager must meet. The time taken for both the initial response and the resolution of a complaint are key performance indicators which are monitored by CC Tracker through the use of management reports and visual flags.

The system also tracks time-dependent tasks within a complaint. Key actions such as investigation and third party consultations have customizable standard response periods associated with each activity (e.g. Current NHS Board timelines for Acknowledgement (3 days) and Investigation Completion (20 days) are set to ensure conformance with statutory procedures).

### Automated Notification

When a due date is approaching or has been exceeded, reports and visual indicators automatically alert the Manager that action is necessary.

### Correspondence

The software links to customisable e-mail and word processing templates that automatically generate the required correspondence. Acknowledgement letters, decision letters and other correspondence to complainants and affected persons can be quickly generated. Complaint specific information (e.g., addressee, dates, etc.) automatically populates the letter. These features save time and increase accuracy.

#### Benefits / Key Features

- Improved workflow, utilising automatic routing and notification to get issues resolved.
- Streamlining processes by applying uniform procedures for issue management
- Improve efficiency by supplying up-to-the-minute project information and status to team members everywhere to foster collaboration.
- Improved Communication - Capturing discussions and sharing knowledge.
- Management Information provided to senior business personnel, providing summary overviews of issues within their field of responsibility
- Fully audited accountability by provision of transaction history and audit trail

### Work Management and Reporting

CC Tracker maintains information on complaints classification and workflow that can be analysed to understand the nature of the complaints raised and identify processing bottlenecks. The reports address most aspects of complaint processing. For example:

- Dashboard view of Complaints status on a split timeline for initial and full responses.
- Reports of allocation and time to respond.
- Charts of distribution of complaints by month and drill down to day by day

### ISD compliance

Extracts of complaints data are available to ensure compliance with the ISD requirement for Quarterly statistics available in a pre-defined format.

### Consistency

Even with detailed complaints policies, manual procedures allow for individual flexibility in processing requests, resulting in a variation to the tracking process. CC Tracker applies structure and consistency to the documentation of actions taken on a complaint.

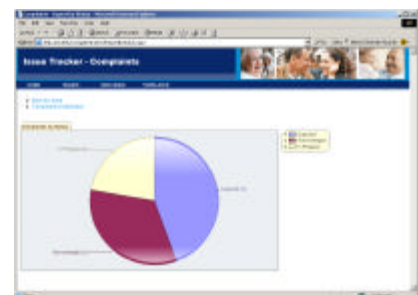
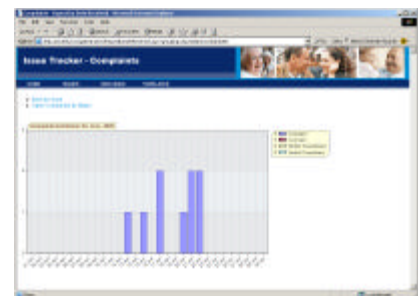
### Proven Secure Technology and High Performance

CC Tracker is designed for secure, high performance operation as a Microsoft® .NET application. The web-based interface is usable across different browser types and versions, and is compliant with the W3C Web Accessibility Initiative guidelines.

### CC Tracker Product Suite

Complaints Management is part of a suite of integrated products available in CC Tracker; specific developments underway related to the NHS include Freedom of Information and Data Protection.

### Management Reporting



CC Technology provide innovative IT solutions and consultancy to meet the needs of changing business practices. Technical excellence and business understanding form the basis of solutions provided to a client base including FTSE100 companies and enterprising SMEs since 1988 .

Contact us to learn how CC Technology can help you and your business.