

YC8

HANDLING COMPLAINTS EFFECTIVELY

**Does your organisation handle complaints effectively?
Are you making improvements as a result?**

**Complaint management should be a fundamental part of
your performance management framework**



The benefits and opportunities are many and can help your organisation to:

- ✓ **Prioritise** service improvement by utilising customer feedback effectively
- ✓ **Protect** itself against damage to customer care and reputation
- ✓ **Promote** good practice across the organisation

If your complaints are not driving forward service improvement, and your customers don't know what changes you have made as a result of their complaint, read on!

We all know that compliments and complaints should be encouraged as a vital feedback mechanism for the public. A good complaints process can now also be used to identify issues and help improve your rating on National Indicator 14, 'Avoidable contact'. The Audit Commission, in their new Use of Resources, are interested in complaint management too.

With robust, up-to-date complaint information you will be able to:

- ✓ Manage your complaints from one place
- ✓ Map complaints to your corporate or service performance indicators
- ✓ Focus your efforts and prioritise service improvement effectively
- ✓ Deliver what the public want – first time



We can provide you with an assessment of how effective your complaints management processes are

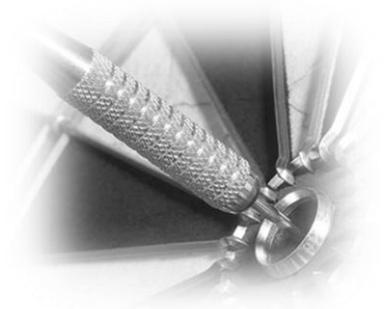
We will test if you are performing well, if you are measuring the right things, if you are analysing the right information, and most importantly how this is improving your services to customers. Are you analysing customer diversity data such as locality, as well as ethnicity, age etc? The Use of Resources assessment is clear – you need to capture and learn from what your customers are telling you. You need to get the service to them right first time. You need to give them feedback on your use of their information. If you are not doing this, or not doing it well, we can help you.

About Covalent Consulting Services

Covalent works in partnership with YC Change Consultants, who have 20 years experience in the public sector. YC Change's consultants include ex-Audit Commission Inspectors, and people who work with central and regional government bodies, including the Department for Communities and Local Government (CLG) and also the Chartered Institute of Housing (CIH).

Benefits

- **Your Performance**
Improve delivery against NI 14, 'Avoidable contact'. Link your complaints to your performance and resource management
- **Your Reputation**
Enhance your reputation as a pro-active and well managed organisation that cares for its customers
- **Your Data**
Your system will give you robust, accurate and timely information that will help you improve services
- **Your Decision Making**
Your decision making process is supported by an in-depth knowledge of the complaints being addressed by the organisation
- **Your Councillors/Board members**
Your members will have the assurance they need that complaints are being handled pro-actively and will be aware of compliments received
- **Your Staff**
Your staff can improve services



Deliverables

Complaint Management System

We will analyse your existing system and help to identify ways of ensuring that you improve services

Complaints Policy

We will review your policy and suggest good practice improvements

Complaints Process

We will assess your current process and suggest improvements

Complaints Profile

We will analyse your profile and recommend areas where you can invest further in service improvement

Escalation

We will assess the strength of your current escalation arrangements and help you to improve, if necessary

Risk Analysis, Estimation and Evaluation

We will assess your current techniques for identifying, analysing and mitigating risks associated with complaints

Reporting and Communication

We will critique your current compliments and complaints reporting processes

Training and Guidance

We will provide training and guidance on improvements to maximise complaint management based on good practice

Staff Opinions

We will assess the views on complaint management of your managers, staff and Councillors/Board members, and help you to improve the complaint management culture

Talk to us...

Our consultants have significant experience in a corporate performance environment in a range of organisations and business sectors.

Tell us where you think you are at with your culture and where you'd like to be.

**Ring the Account Management Team now for an informal discussion
01823 323239 • am@covalentsoftware.com**