



BACK OFFICE FUNCTIONALITY: COMPLAINT MANAGEMENT

MANAGE COMPLAINTS AGAINST USERS AND CONTACTS WITHIN CRM

Under FSA rules a complaints procedure is an important part of TCF. Ensuring complaints are recorded and managed through there process is now an integral part of the CRM product.

The complaints module is broken down into two main areas, the management screen and the detail screen. There are multiple areas throughout the system to record a complaint and these are all held within the single complaints module. Selecting the Complaints link from within the System Management screen will launch the summary screen displaying all the complaints across the network, company or user.

The screenshot displays the 'Complaint Management - Momentum' interface. At the top is a navigation bar with icons for Home, Tasks, Contacts, Cases, Case Detail, Quotes, Applications, Sales, Documents, Briefcase, Case Checking, Reports, System, and Activity. Below this is a search section with 'Basic Search' and 'Advanced Search' tabs. The 'Basic Search' section contains several input fields: 'Complaint Reference', 'Complaint Title', 'Created By' (with a dropdown menu showing 'N/A'), 'Status' (with a dropdown menu showing 'N/A'), 'Contact Name', 'Case Number', 'Complaint Type' (with a dropdown menu showing 'N/A'), and 'Current Case Only' (checkbox). The 'Advanced Search' section has an 'Add New Complaint' button and search controls. Below the search section is a table of complaints with columns: Created Date, Created By, Assigned To, Reference, Type, Adviser Details, Complaint Title, FOS, RFC, Action, Contact(s), and Status. The table contains 12 rows of data.

Created Date	Created By	Assigned To	Reference	Type	Adviser Details	Complaint Title	FOS	RFC	Action	Contact(s)	Status
04/03/2009 12:48:02	Mr Branch Manager	Mr Branch Manager	2222222	Delays	Mr Andrew Rees Crystal Mortgages	Service Delay	✗	✗	Action ▶	Mr Philip Short	Acknowledged
04/03/2009 12:49:54	Mr Branch Manager	Mr Branch Manager	3333333	Over Charging	Mr Andrew Rees Crystal Mortgages	Over Charging Complaint	✗	✗	Action ▶	Mr Stephen Kennedy	Acknowledged
04/03/2009 12:55:09	Mr Branch Manager	Mr Branch Manager	4444444	Over Charging	Mr Andrew Rees Crystal Mortgages	Over charging complaint	✓	✗	Action ▶	Mr Roger Porter	Received
02/06/2009 15:26:00	Mr Matt Cockle	Mr Matt Cockle	1qww	Over Charging	Mr Matt Cockle Matt's Test Mortgages	23	✓	✓	Action ▶	Miss Kate Norman	Referred to FOS
04/02/2009 12:33:28	Mr Company Manager	Mr Company Manager	123456789	Delays	Mr Company Manager Jaguar Fiscal Solutions	Service Delays	✗	✗	Action ▶	Mr Lewis Nicholls Mrs Megan Nicholls	Closed
13/02/2009 17:12:07	Mr Advise 1	Mr Advise 1	345t		Mr Advise 1 Crystal Mortgages	tyrty	✓	✗	Action ▶	Mr No Case	Received
27/02/2009 10:43:30	Mr Advise 1	Mr Advise 1	987654321	Over Charging	Mr Advise 1 Crystal Mortgages	Over Charging Test	✓	✗	Action ▶	Mr David Bellamy	Acknowledged
02/03/2009 11:05:21	Mr Oliver Harvey	Mr Oliver Harvey	345	Over Charging	Ms Emily Harvey Jaguar Mortgages	Test	✓	✗	Action ▶	Mr David Ashton Mrs Rose Ashton	Received
02/03/2009 12:29:47	Mr Advise 1	Mr Advise 1	98376	Over Charging	Mr Advise 1 Crystal Mortgages	Complaint	✓	✗	Action ▶	Mr David Bellamy	Acknowledged
03/03/2009 13:48:12	Mr Michael Wildboar	Mr Michael Wildboar	54323	Over Charging	Mr Ranjit Case Checker	Test	✓	✗	Action ▶	Mr David Sims	Resolved

Search and filtering allows the user to locate any required complaint and the grid allows the user to sort on any of the columns to manage the complaints efficiently. The action menu allows the status to be updated with minimal clicks and also provides access into the Complaint Detail screen, where details can be amended, notes added and documents attached.



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Contact Details

Mr Philip Short
 01973 975367
 No Number
 philip.short@crystalss.co.uk

1 Buntsford Gate,
 Bromsgrove,
 Worcestershire
 B60 3DJ

Adviser Details

Mr Andrew Rees
 Bromsgrove Branch
 Crystal Mortgages

Complaint Summary

Assigned To	Branch Manager	Reference	2222222	TCF Templates
Status	Acknowledged	Type	Delays	Review all documents linked to this Complaint
Created Date	04/03/2009 12:48:02	Complaint Title	Service Delay	
Created By	Mr Branch Manager	Referred to FOS	<input type="checkbox"/>	
Last Updated Date	13/05/2009 11:49:48	Recommendation Following Complaint	<input type="checkbox"/>	
Last Updated By	Mr Sam Farrow			

Notes

Drag a column header and drop it here to group by that column

Created By	Created Date	Subject and Details	Amended Date
Mr Branch Manager	04/03/2009 12:48	Complaint Details Client expecting product documentation on 01/03/2009 and is still awaiting. Client considers this to be an unacceptable delay.	04/03/2009 12:48

[+ Add Notes](#)

Status History

Drag a column header and drop it here to group by that column

Event Date	Actioned By	Description
04/03/2009 12:48	Mr Branch Manager	Complaint status set to Acknowledged

[Update](#)
[Update and Close](#)
[Cancel](#)

i System Launch Points

- System Management to Complaint Management screen
- Action Menu in Case Management, link to the Add Complaint Detail screen
- Where Complaints exist link from Case Details Maintenance portal to Complaint Detail screen

Key Benefits

- Track complaints efficiently
- Filter, group and search historical complaints
- Assign complaints
- Allocate reference for all correspondence
- Standard FSA Complaint types
- Refer to FOS indicator
- Recommendation following complaint indicator
- Attach complaint documents
- Add and record notes regarding the complaint
- Audit Trail of all actions and status updates