

# Complaints Management

Turn every complaint into an opportunity



Do you want to structurally convert compliments into opportunities? Both compliments and complaints are feedback from stakeholders and can benefit your organisation.

Complaints especially are input for immediate improvements to your organisation. With the Complaints Management module, you facilitate the workflow of resolving complaints. You coordinate complaints registration, follow up on complaints and provide input to the improvement process.

With Complaints Management, you work on increased customer satisfaction and lasting customer relationships.



Automate the management and coordination of the complaint management process in a uniform manner at one central location.



Immediately formalise complaints and their follow-up



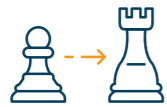
Link the module to other systems to speed up the input and handling of complaints



Use the right knowledge from different departments by dividing complaints management tasks throughout the organisation.



Accessible registration of complaints, also using a phone and tablet



Scalable, multilingual module which can be used worldwide



Smart rights and roles system: the right people receive the right information



Generate reports about the use of the module, complaints handling and KPIs



Workflow support in the complaints management process



## Functionalities

- Flexible design**  
 Determine which employees will receive notifications at what point within the workflow.
- References**  
 Refer to related past complaints within the module.
- Feedback**  
 People will receive feedback on handled complaints.
- Default actions**  
 Define default actions such as sending a reminder for certain types of complaints.
- Attachments**  
 Add attachments to registered complaints.
- Register everywhere**  
 Register notifications on location using a phone or tablet.
- Record data quickly**  
 Links to other systems make it possible to easily capture client or product data in the complaint.
- Workflow history and audit trail**  
 All edits to an improvement are recorded in a log.



## How does it work within my organisation?

The module supports complaints handling as a company-wide process where employees have certain rights and roles. They have corresponding tasks of which they are timely reminded by the module. The module monitors the workflow in this manner. By distributing tasks throughout the departments of the entire organisation, complaints management becomes a long-term solution with broad support.

If you would like to move forward in setting up Complaints Management, our first step will be working together on the best suitable design of the module. This ensures that the process support matches your organisation.

Simple complaint handling may look as follows:

- Complaint registration**  
 A customer service representative registers a new complaint about a product by filling out the registration form. The representative assigns a complaint type to the complaint and enters the correct information.
- Follow-up by coordinator**  
 An involved coordinator will receive an automated report of the registration and assign a priority to the complaint. He is able to add additional information, deploy actions for other users and coordinate the further handling of the complaint.
- Handling and verification actions**  
 The actions associated with the complaint are handled by an employee of the department responsible for the product based on the instructions of the coordinator. The coordinator will have these actions verified. Optionally, an action

manager can be appointed for the coordination of the necessary actions.

- Consultation handling process**  
 All involved employees are able to consult the handling process at a later time. They can only see the information for which they having reading rights.

You can make the complaint process transparent by using the analysis tool. The module contains overviews in which users can find information about the complaints, designated actions and tasks. Both default and configured reports can be generated about the complaints, KPIs and the use of the module.

These reports can be generated periodically or automatically (at a set time) using templates.

The module can be used for the registration and monitoring of:



Complaints of customers about services or products



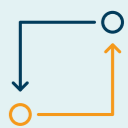
Complaints about Suppliers



Non-conformities, for example based on an audit



Processing internal complaints (in the workplace or between departments)



Claims and returns related to complaints about delivered products

They are happy with Complaints Management

HM • CLAUSE



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# Wondering how Icologiq Elements can work for your organisation?

We would be happy to provide a solution! Contact our consultants for more information.

Erik Postma, VP Quality Assurance & Environment and Risk Coordinator:

**“HM.Clause standardises its global processes with Icologiq Elements. This improves the quality and gives the organisation more control over critical processes such as complaints management. The module requires every employee worldwide to work based on the same best-in-class processes.”**



## Modular

Icologiq Elements is a modular system which can be easily set up and extended with multiple modules. Start improvement actions in Continuous Improvement based on preventive actions or change documents in Document Management if that is part of the improvement.



## Professional Support

During both the implementation and the period thereafter.



## Global deployment options

The modules can be deployed easily at other locations (globally).



## Immediate result

The module can be implemented easily and is ready to use.



Icologiq  
Zuiderval 72, 7543 EZ Enschede  
+31 (0)53 480 9090, [info@icologiq.com](mailto:info@icologiq.com)

[elements.icologiq.com](http://elements.icologiq.com)