

Managing Complaints Effectively with Case Management Software

An eBook for Ombudsmen

COMPLAINTS

Urgent

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WHY

The Texas Health and Human Services Office of the Ombudsman helped more than 87,000 people last year.

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ROI

Case management software offers exceptional return on investment.

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What is Case Management Software and How Will it Help Us Manage Complaints?

Case management software makes it easy for ombudsmen to track and manage complaints and analyze results for continuous improvement.

With all case information stored in a centralized database, case management software provides complete documentation of a complaint, creating a clear, searchable record. Using smart web forms, email-to-case or integration with existing hotlines, you will never miss a complaint.

Complaint management software helps you respond quickly to every complaint and prioritize cases for follow-up.

Case management software can include a public-facing portal for entering complaints, which can be integrated with existing reporting features.

If your complaint management software platform provides a mechanism to set up access roles, you can set restrictions so that each user can access only the case information they need. This keeps confidential information secure, private and compliant with information privacy regulations.

BACKGROUND

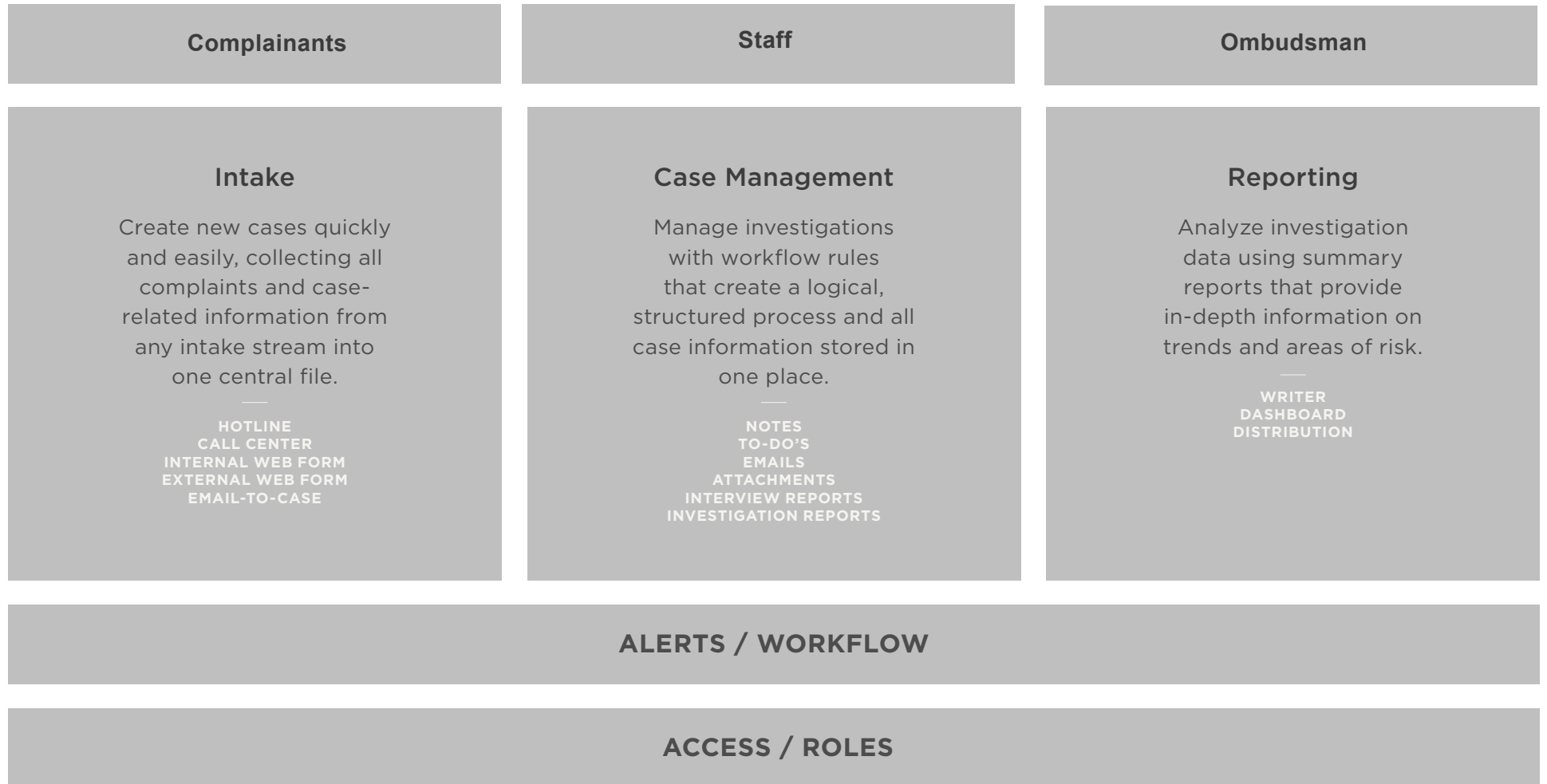
Managing complaints can be complex and time-consuming. A complaint management solution helps ombudsmen respond quickly to make citizens feel heard.

ON THE FOLLOWING PAGE:

HOW CASE MANAGEMENT SOFTWARE WORKS

- Intake
- Case Management
- Reporting
- Alerts/Workflows
- Access/Roles

HOW CASE MANAGEMENT SOFTWARE WORKS



Why Do I Need Case Management Software?

A centralized complaint management platform that contains all complaint information in an organized, accessible format for key stakeholders helps ombudsmen spot patterns and recurring complaints.

If your team is using spreadsheets or an outdated in-house system, you are at risk. Valuable information may be falling through the cracks and you may be missing opportunities to improve the lives of citizens.

Case management software uses task reminders to keep teams on track, reducing response times. For complaints that involve regulatory misconduct, case management software ensures that you record all the information you need for timely reporting.

MANAGE COMPLAINTS ON EVERY TOPIC, INCLUDING:

- Certificates and permits
- Education
- Employment
- Money and property
- Social Services
- Transportation

CASE MANAGEMENT SOFTWARE HELPS OMBUDSMEN:

- respond quickly to complaints
- prioritize cases for follow-up
- instantly assign cases
- manage tasks and due dates
- generate insightful reports (tables, charts, graphs)
- identify opportunities for improvement

BY IMPLEMENTING COMPLAINT MANAGEMENT SOFTWARE, YOU WILL:

- capture every complaint
- monitor case progress in real time
- use alerts and notifications to provide early notice for cases that are off track or high risk
- respond to complaints faster
- create reports in seconds
- conduct faster and easier root cause analysis
- identify gaps, analyze trends and reduce risk
- work more efficiently
- make citizens feel heard
- improve accountability of public services

Complaint

NEXT:

WHY CASE MANAGEMENT SOFTWARE IS BETTER THAN THE ALTERNATIVES

WHY CASE MANAGEMENT SOFTWARE IS BETTER THAN HOME-GROWN AND SPREADSHEET SYSTEMS

Spreadsheets:

- Can't collaborate
- Multiple files that are out of sync
- Hard to create the final investigation report
- Users manually track activity, date and time, leaving the records open to mistakes and information gaps
- Users must cut and paste information into spreadsheets from other files resulting in high error rate
- No task assignment, alerts and deadlines
- No reporting

Home Grown:

- IT staff needed to maintain and fix
- In-house programmers required to update and fix problems
- Not purpose-built - may require work-arounds that deviate from best practices
- May not have task assignment, alerts and deadlines built-in
- May not have reporting and analytics
- Information security and privacy may not be as strong as leading case management software
- May not be configured for roles and responsibilities associated with best practices

CASE MANAGEMENT SOFTWARE:

- No need for dedicated IT staff
- No hardware to buy
- No in-house expertise required for support and maintenance
- Best practices built into the system workflow
- Case activity is tracked with the date and time for accountability
- All information is in one centralized case file
- Strong information security and privacy built in
- Investigators, administrators and managers can set alerts and deadlines to keep cases on track
- Integration with old databases allows information to be pulled into each field, instead of having to type or paste it in

4 GOOD REASONS TO IMPLEMENT COMPLAINT MANAGEMENT SOFTWARE

- Our caseload is increasing
- Our team is expanding
- Our regulatory environment is changing
- We need to work more efficiently

The Best Time to Implement Case Management Software

There are several things to consider when deciding the timing for implementing complaint management software, but often it's changing circumstances that drive the need for a new system.

Our Caseload is Increasing:

Often, the need for case management software arises because of the addition of more clients.

Implementing a new complaint management solution as early as possible prevents complaints from falling through the cracks and allows ombudsmen to learn the system before their caseloads reach maximum capacity.

Our Team is Expanding:

Team expansion could include the addition of more contract or full-time staff or even additional management. Both of these scenarios could trigger a need for a more efficient, better-organized system for managing and documenting complaints.

Our Regulatory Environment is Changing:

Increased enforcement of federal and state reporting requirements puts heavy

pressure on ombudsmen to ensure their complaints are timely, thorough and well-documented.

We Need to Work More Efficiently:

Complaint management can be complex and time-consuming. A case management solution with easy case creation, customizable features and logical work flow ensures no complaints fall through the cracks, saving time and money.

Be Proactive

The best time to implement case management software is NOW. It is much easier to integrate a new complaint management solution when processes are running smoothly rather than when you have a backlog of complaints to tackle.

ROI

Case management software offers exceptional return on investment for complaint management.

- Cost avoidance - less money spent on IT and in-house programmers for upkeep.
- Cost savings - scalable platform makes it less expensive to upsize or downsize.
- Increased productivity - team members can get more done in less time.
- User adoption - teams like using tools that make their jobs easier.
- Reduced reporting time - use complaint data to report on trends and get results quickly.
- Improved client service - citizens feel their concerns are being dealt with fairly and respectfully



COST COMPARISON:

The costs for building and maintaining a bespoke system are much higher than for implementing complaint management software.

Cost of Home-Grown

Software for complaint management can be complicated and in-house IT teams generally underestimate the costs to build and maintain a system.

- Building a system from the ground up requires conceptualizing and designing from scratch, which is time-consuming and labor intensive.
- Cost and maintenance of servers in-house is often more expensive than hosting.
- Researching and complying with data privacy regulations can be complex and time-consuming.
- You'll have to purchase and maintain secure information backup systems and hardware.
- IT staff must be dedicated for the entire building phase, taking them away from other tasks.
- Continuity and maintenance can be an issue when the staff who built the system leave.
- Software upgrades and support require getting into the internal IT services queue and fighting to keep your priority.
- Penetration testing and security measures must be carried out at regular intervals, requiring IT staff time.

Cost of Case Management Software

Case management software can be a cost-effective solution for your office or department. Total cost of implementing complaint management software includes:

- Time that would be spent researching companies, vetting proposals and attending demonstrations.
- Built-in information privacy compliance, without the need to research and incorporate it.
- A one-time setup fee, which is lower than staffing costs to build a home-grown system from scratch.
- A few hours of IT staff input to ensure compliance with your company's security and process requirements.
- A couple of weeks of staff time for implementation, spread over the course of two months.
- On-site or remote training to ensure your team is comfortable using your new system
- Annual licensing fees, which include 24/7 support, so that your IT department doesn't need to be involved.

One-on-One Advice

Our team of experts has implemented Case IQ complaint management software across the globe.

They are available - free of charge - to speak with you and share the best practices we've learned. No pushy sales people, just a chance for you to learn from our experts.

With a single focus on investigative complaint management solutions and a 20-year track record of successful implementations, Case IQ is the global leader in configurable case management software for handling and managing complaints. To get a demo please visit <https://www.caseiq.com/request-a-demo/>

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