

COMPLAINTS MANAGEMENT

Delivering compliance, increased efficiency and improved customer service for organisations of all sizes.

The Challenge

The pressures of meeting regulations and reporting on complaint handling can stifle the development of organisations seeking to grow their businesses. Instead of concentrating on increasing customer reach and profitability, valuable resources are focussed on handling and reporting on customer feedback and complaints.

The Solution

At Equiniti Charter, we understand that customer complaint management is a key component of driving customer loyalty and ultimately developing more business. Complaint management systems enable the effective development of stronger and more profitable relationships with your customers.

Our award-winning complaints handling platform MMX has been developed to provide highly flexible, robust and scalable solutions that allow you to record and track customer complaints from notification to resolution, ensuring that they are processed securely and efficiently, and that you maintain customer satisfaction at every step of the complaint process. Our platform offers unrivalled analytical capability that generate improvements in customer satisfaction and business profitability.

Our customers get a solution that is fully tailored for their purposes, and access to a huge number of unique system features and off-the-shelf functionality.

For over 20 years' Equiniti Charter has been relied upon by some of the UK's largest banks to helping them meet the challenges posed by regulations and achieve their business' strategic objectives.

Key features



Root cause analysis

Ability to drill down on the root cause of complaints, enabling clients to proactively manage the cause of complaints and implement solutions prior to the complaint arising.



Enhanced user experience

Simple and easy to use



Highly flexible configuration

Software that can be configured in line with legislation or company policies around complaint management.

Seamless integration

Integrates with third party systems for example CRM, SAP, document management and social media

Comprehensive reporting and notifications

Enables clients to remain compliant around their complaint reporting in a cost effective, simple and transparent way.

Workload management

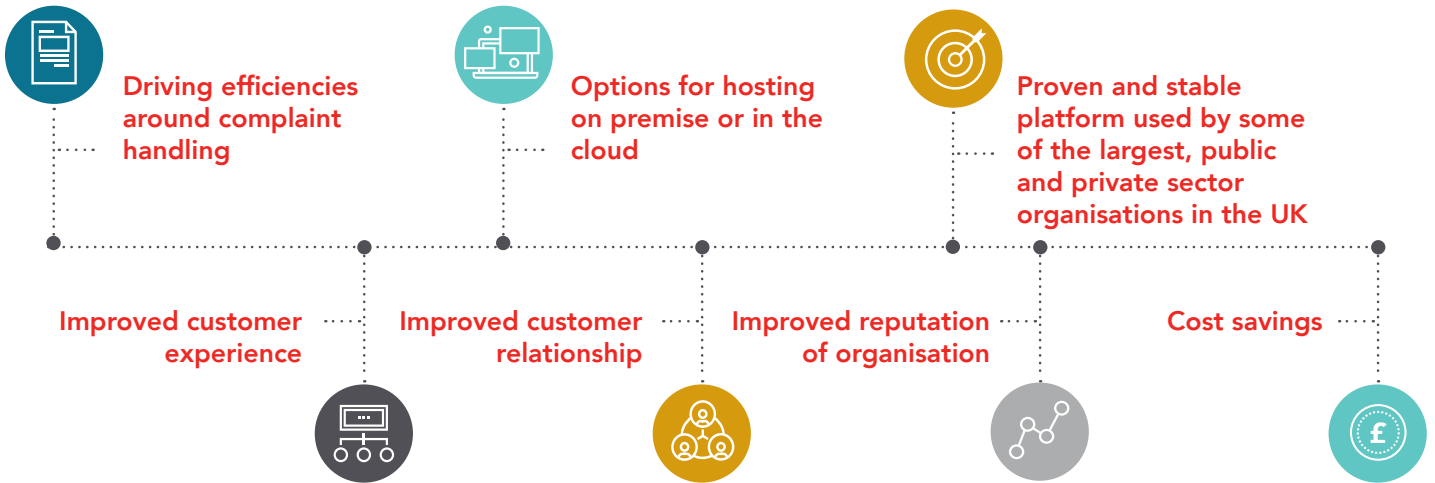
Assign cases on a case by case basis to individual team members and has full visibility on workloads

Compliance

Helping organisations in regulated industries such as Financial Services, Utilities and telecoms remain compliant in the way they handle complaints.



Key Benefits



One major retail bank client reduced the number of customer complaints by 50% since implementing MMX.

ABOUT EQUINITI CHARTER

Equiniti Charter is a trusted partner in complaint and case management and our software is currently managing over 4.5 million cases for some of the most highly regulated organisations in the UK.

Today, we work with 55 financial services brands. Our client list includes some of the world's leading and customer-facing organisations, and we deployed Europe's largest complaint handling system to over 70,000 users in one of the 'Big Four' UK banks.

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