

The Complaints Register Module can be used for complaints against the association generally or complaints about performance, anti-social behaviour issues and complaints against individuals. Suggestions and compliments can also be recorded.

Key Information

- Name, Address and Telephone Numbers of All Parties
- Type of Complaint
- Urgency Indicator
- How the Complaint was made
- Who it was reported to
- Current Status of the Complaint
- Next Action Due
- Date of Next Action to be Taken
- Source of Complaint
- Confidentiality / Security Levels
- Complaints Dashboard
- Resolution Method
- Date of Resolution
- All documentation exchanged can be stored against the Complaint
- Extended Data (and option to import)
- Associated Complaints

Reports

- Complaints Register
- Complaints Resolution Times
- Audit
- Customisable export to Excel

Main Features

- Full case history showing details of every action taken and next suggested action
- Attach letters and documents relating to the complaint
- Performance statistics against targets are maintained and presented in graphic form using the Complaints Dashboard
- Assign levels of security to Staff to restrict access to confidential information
- Full audit trail of actions and communications providing 'evidence' of communications
- Complaints can be made against or by: Staff Members, Tenants, Contractors or Members of the Public

Integration

SDM Complaints module integrates with SDM Rents & Housing Management, SDM Purchase Ledger, SDM Task List and SDM Document Manager

