



powered by
FLOvate
SOLUTIONS

Complaints Handling with LEAP Business Process Management Software

Delivering huge efficiencies and root cause analysis for FCA regulated firms.

Complaints are a fact of life...

Complaints to financial institutions increased 13.25% between the first and second half of 2017.¹



...It's how you deal with them that matters.

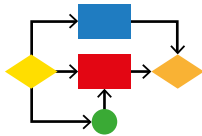
70% of complaining customers will do business with you again if you resolve the complaint in their favour.²

LEAP is your solution

From notice of dissatisfaction through to resolution and Appeal: LEAP delivers a flexible framework for managing complaints. Documents, reports, workflow: every element of your process can be customised to reflect your needs - without having to write code. This agility allows you to adapt processes quickly and cost effectively: critical in a fast changing regulatory environment.



SIX BENEFITS OF THE LEAP COMPLAINTS MANAGEMENT SOLUTION



1. Triage workflow

Automatically assess and route complaints for fast, effective resolution – reducing the burden on compliance managers



2. Online solution

Remove the need to track complaints on spreadsheets and to rekey data into different systems



3. Real-time reporting

Managers can quickly classify complaints by type and status, and tackle the root cause of complaints



4. Integrated documents and email correspondence

Centralised anytime access to information facilitates a timely, accurate customer service



5. Adherence to regulation

Embedded rules ensure complaints are handled in a compliant manner while reminders ensure no key dates are missed



6. Agile, Low-code system

Business users are able to update the system in line with regulation - improving business adaptability and reducing IT costs

“The changes in the law provide financial services firms with a great opportunity to improve their processes. Our proven code-free platform provides all the tools to manage not only complaints, but to implement time and cost saving initiatives across the business.”

To learn more about our solution for complaints handling, visit:

www.flovate.com/complaints-handling-software

Ready to see LEAP in action? Book your free bespoke demo today, simply get in touch with the team:

www.flovate.com/contact-us

Sources

- 1 FCA Complaints Data Analysis, <https://www.fca.org.uk/publication/data/complaints-data-analysis-2017-h1.pdf>
<https://www.fca.org.uk/publication/data/complaints-data-analysis-2017-h2.pdf>
- 2 Lee Resource Inc, <https://www.customerservicemanager.com/customer-service-facts>