CASE STUDY

Wesley Mission

Complaints And Compliments standardisation with adherence to Quality, Risk and Compliance standards

About the Client

For over 200 years Wesley Mission's commitment to its Christian faith has guided us to support and advocate for the most vulnerable members of our society. Wesley Mission has pioneered a diverse range of services that address the needs of the whole person, not just their current challenges. Thanks to more than 1,900 staff, nearly 4,000 volunteers and many supporters—in addition to strong Federal and NSW Government partnerships—these services now cater to a broad spectrum of the community, from children, youth, and families, to older people and carers, to anyone struggling with financial or domestic challenges, homelessness, addiction or mental health issues.

Situation

Wesley Mission had several systems capturing Complaints and Compliments associated with different industry groups and programs. These various systems were developed within each program/business units and as a result lacked standardisation.

Receipt, recording, escalation and resolution was fragmented, manual and not consistent.

Management lacked the visibility into both high and detail level reporting and the current reporting did not enable robust early detection of root causes to enable prevention of such issues.

In summary, the key pain points were:

1. Organisation wide detailed Reporting
2. Standardisation of process across programs
3. Compliance to standards
4. Efficiency in the management of complaints

Problem

Processes across the organisation for complaints were not standardised, for example, consistent escalation processes with quality, risk and compliance oversight varied from program to program.

Double handling of complaints for reporting, transposing data from the source system into spreadsheets for reporting purposes is time consuming, error prone and costly.

Early detection of root causes could not be achieved with the current basic system of simply recording the complaint and then studying the data in an excel spreadsheet at the end of the month.

Corrective and Preventive Action could not be captured with the same system for complaints.

Risk assessment of each complaint in line with Australian quality standards.

◎ Solution

Complaints Pro was found on the internet as an Australian Complaints and Quality system. It was trialed for free for 30 days initially, but that extended by another 30 days in order to get the appropriate stakeholders to view the solution and comment on it.

Of key concern was the total cost of ownership, product capability not requiring changes or customisations and the vendor's ability to understand our operation and expertise in the Complaints and Quality market.

We were not just looking for a software system, but a complaints and quality partner that could take us to the next level without costing a fortune.

Contracts were signed in July 2014 and the system was ready for user acceptance testing in less than 6 weeks. The project went smoothly considering we added several additional features like Risk Calculation wizard and a Timeline tool that displays graphically the lifecycle of the complaint.

Complaints Pro was rolled out to 50 users across all program areas and a further 500 Wesley Mission staff for capturing Complaints and Feedback.

Complaints Pro had all of the features ready to out of the box, it required very little IT department involvement as no software had to be installed on each users computer. The only time IT was involved was to get the website Contact Us Page integrated with Complaints Pro, so all Complaints and Complaints were automatically created as a result of submitting the Contact Us Page on the Wesley Mission website.

" Complaints Pro's flexibility meant that it was easily tailored our processes..."

Joanna Rzetelski
Corporate Manager - Quality, Risk and Compliance

Results

1 CONSISTENT COMPLAINTS HANDLING PROCESS ACROSS ALL PROGRAM

Wesley Mission now has a consistent program wide Complaints and Compliments process with quality, risk and compliance team oversight. Escalations take place when actions are not completed within the allocated time and everyone is in the loop. No Complaints or issues can now fall through the cracks.

2 DETAIL REPORTS AND DASHBOARDS PROVIDE OPERATIONAL VISIBILITY

Dashboards that show trends, issues and programs or locations that need investigating are displayed for all to see. Senior managers who don't log into Complaints Pro get automatically emailed strategic dashboards every Monday morning at 9am keeping the executive team in synch.

3 SIGNIFICANT EFFICIENCY GAINS WITH NO DOUBLE HANDLING

Complaints and compliments are now entered directly into Complaints Pro from the Wesley Mission website and every staff member has access to the Intranet form that allows them to capture complaints and compliments with attachments.

4 RISK ASSESSMENTS CARRIED OUT ON EVERY COMPLAINT

Every complaint has a Risk Assessment performed on it using the Risk Calculation wizard. Based on the results, Complaints Pro automatically notifies senior management and the Quality, Risk and Compliance team. The Risk Assessment also details next steps, monitoring level and timeframes for actions according to the Risk Management procedure

5 CORRECTIVE AND PREVENTIVE ACTION (CAPA) PLANS CAN BE CAPTURED AND LINKED TO COMPLAINTS

A comprehensive Corrective and Preventive Action plan was tailored to Wesley Missions needs. We can now implement CAPA plans and link them directly to the Complaints involved. The costs for implementing the CAPA plans are also captured and all of the CAPA and Complaint information can be reported on.

About Complaints Pro

COMPLAINTS MANAGEMENT	COMPLAINTS MANAGEMENT
LISTEN	**RESPOND**

QUALITY ASSURANCE	ROOT CAUSE DETECTION
FIX	**FIND**

SUPPLIER/PARTNER COMMUNITY

IMPROVE THROUGH COLLABORATION

Designed with social media and quality assurance in mind, Complaints Pro is a modern complaints handling system that addresses all nine of the costly mistakes straight out of the box.

Request a free 30 day trial today and see it for yourself.

For more detailed information about complaints management, turn to any one of our How-To Guides or check out: www.causia.com.au.

REQUEST A FREE TRIAL