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Citizen Services Solution for Government Complaint Management by OpenText

When citizens have complaints or concerns, they want their voices to be heard. It is important they know their opinion matters and that government employees are working to resolve their issues. Government agencies can no longer rely on manual processes to keep up with the complaints filed in-person or over the phone during limited business hours. Now, with the technology at their fingertips, citizens expect quick responses and visibility into the status of their complaints.

With the OpenText Citizen Services solution for complaint management, citizens are able to file complaints quickly, easily and anonymously (if needed) over the web or through mobile apps. The solution digitally captures and manages information associated with a complaint, assigns complaints to the appropriate employees and streamlines investigations and follow-up communications. Every complaint is tracked until the case is resolved, allowing management to easily follow any case and comply with audit and record-keeping requirements.

Manage and track each complaint from filing to resolution

Citizens can incorporate a variety of relevant information, including scanned paper documents, photos, video or other rich media. Agency employees access all of this content through a single case folder. The case folder can incorporate information from disparate systems and content repositories with third-party databases. All of this information stays in one place as the complaint progresses through investigation to resolution.

BUSINESS SCENARIOS

A closed-loop complaint management service gives both citizens and agency leaders the confidence that your agency is achieving its mission. The OpenText Citizen Services solution leads to:

- *Fewer resources required to resolve more citizen complaints.*
- *Faster investigation times.*
- *Reduced use of costly paper-based communications.*
- *More efficient staffing and planning*
- *Improved compliance, transparency and governance.*
- *Increased citizen satisfaction.*

ENTERPRISE INFORMATION MANAGEMENT

Get the right information to the right people

With adaptive case handling, the OpenText incident management solution automatically routes incidents to the appropriate departments and teams. Lead investigators can collaborate with both internal and external experts through the solution, providing visibility of the information and correspondence within the incident report for all consultants. With the role-based security feature, each collaborator can only access the information they are meant to see.

They can complete a standard set of tasks or assign new tasks as needed to complete the investigation.

If applicable, complaints can go through review and approval stages before they are officially closed.

Keep citizens in the loop

The OpenText solution provides automated notifications to involved citizens as the investigation moves towards resolution. In addition, investigators can efficiently personalize standard communications to update citizens on their progress and, if necessary, redact any sensitive information. All correspondence is automatically stored with the incident.

Track and analyze data to improve processes

The OpenText solution includes dashboards so that management can monitor incident occurrence metrics, as well as processing times and service level agreements. If an investigation is not meeting standards for processing time or other service benchmarks, the solution is able to initiate an escalation and prioritize action when needed. In addition, management can quickly see and handle exceptions so they can plan and staff more accurately, analyze data and use the results to improve processes.

Improve transparency and manage compliance

The OpenText complaint management solution can also provide public access to complaints, as required or permitted by law. Citizens can access complaint data through an easy-to-use web portal or mobile app. The solution also integrates with your Enterprise Content Management systems so you can consistently manage content through its lifecycle, complying with requirements for audit trails, records management and traceability into decisions and business processes.

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