

Equiniti streamlines OPONI's complaints management process



OPONI partnered with Equiniti to implement a complaints management system that would effectively manage its complaints, whilst improving the organisation's key business processes.

Overview

Equiniti provided OPONI with a robust and scalable complaint management system, which streamlined the organisation's complaint management process, whilst catering for future organisational change.

Challenges

OPONI's complaint management system had been in operation for several years. However, the system's limitations were becoming more apparent and it was evident that a more robust system was needed to cope with the organisation's changing needs.

OPONI required a complaint management system that would help manage complaints more effectively and provide a better service for the public.

The organisation required a system that would:

- Record all cases and associated details
- Access existing cases migrated from the legacy system
- Create a case and perform initial complaint processing

- Perform on-going management and tracking of each case
- Track times and costs against each case
- Undertake extensive reporting for operational and corporate requirements; in particular, the ability to provide presentations against performance targets in the Police Ombudsman's annual report
- Close complaints by a number of mechanisms, including: informal resolution, recommendations for no further action, and recommendations for disciplinary action and criminal prosecution
- Capture and make policy and practice recommendations for improvements in policing.

Industry:

Public sector

Challenge:

A case management system to help manage complaints more effectively

Solution:

- Robust, flexible, scalable and secure solution
- Sophisticated business intelligence reporting
- Workflow integration to handle end-to-end investigative case processing
- Integration with EDRM to manage storage and retrieval of documents associated with a case
- Full audit control and accountability.



Equiniti helped OPONI to streamline its complaints management process.



Solution

Equiniti developed a fully-customised complaint management system which efficiently streamlines OPONI's complaints processes. The system also records a rich variety of complaint information and has inbuilt management controls and sophisticated business intelligence reporting.

The structure of the solution is inherently flexible, empowering OPONI's IT resources with rich administrative functionality, and allowing a number of the OPONI's business processes to be changed and document types updated without major code revision.

The solution enables OPONI to manage the life cycle of all case details, documents, and exhibits from creation right through to archival or disposal.

Key features

- Association of cases, parties, and allegation, tasks, actions, alerts, escalations and messages
- Internal and formal recommendations
- Exhibit and evidence tracking
- Integration with workflow
- Integration with electronic and records management (EDRM)
- Business intelligence reporting

About Equiniti Group

The Equiniti Group is a leading business process services outsourcing provider. It was formed in 2010 by combining the resources and expertise of two businesses: Xafinity and Equiniti.

With over 3,000 employees and over 2,200 clients Equiniti Group is a trusted player in the both public and private sectors – and in industries as diverse as health, education and finance.

About the Office of the Police Ombudsman for Northern Ireland

The aim of the Office of the Police Ombudsman for Northern Ireland is to provide an effective, efficient, and independent police complaints service in which both the public and the police have confidence.

The Police Ombudsman investigates complaints against the Police Service of Northern Ireland and also those against the Belfast Harbour Police, Larne Harbour Police, Belfast International Airport Police, Ministry of Defence Police, and Designated Civilians.



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