



MODULE 3

Digital Complaint Management Systems

Building an end-to-end electronic complaint lifecycle: registration, workflow, investigation, tracking, resolution and feedback.

Theme: Strengthening Ombudsman Service Delivery through Digital Transformation, Artificial Intelligence and Electronic Complaint Management

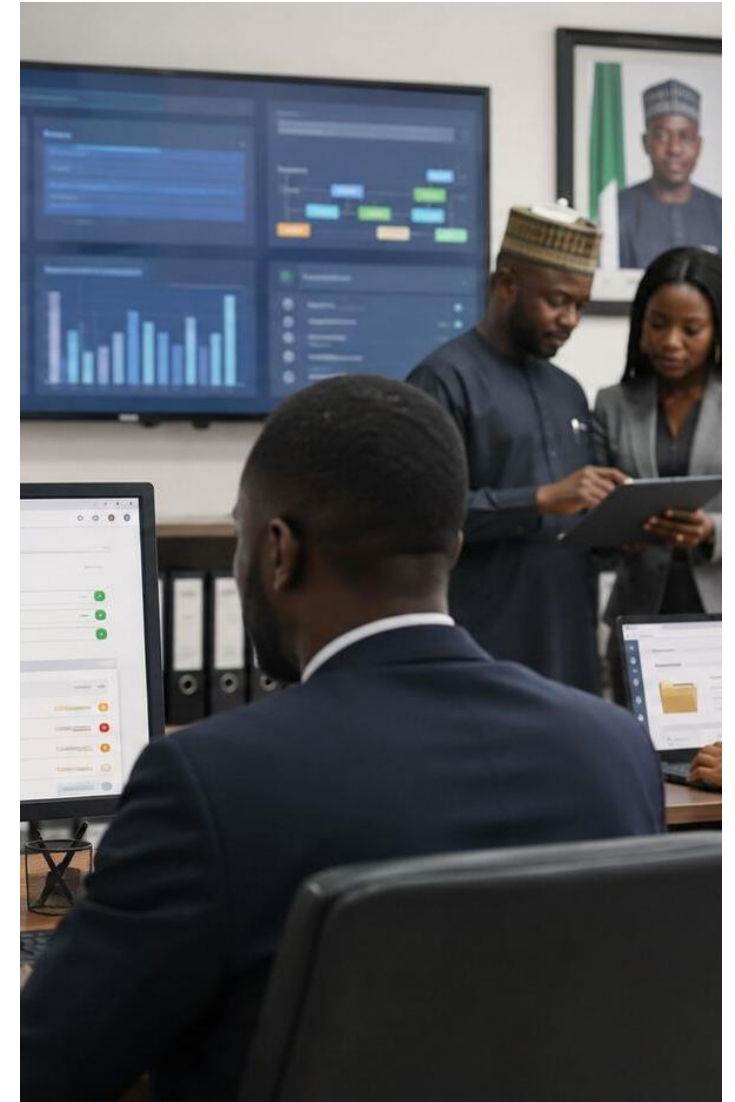
By the end, participants can map and improve digital complaint workflows using performance indicators and service standards.

Purpose of digital complaint management

A complaint system should make every case visible, traceable and manageable.

Electronic systems reduce delays and misplaced files.
Each stage of complaint handling becomes documented and measurable.
Managers can monitor performance, workloads and unresolved cases.
Citizens gain clearer access, acknowledgement and feedback.

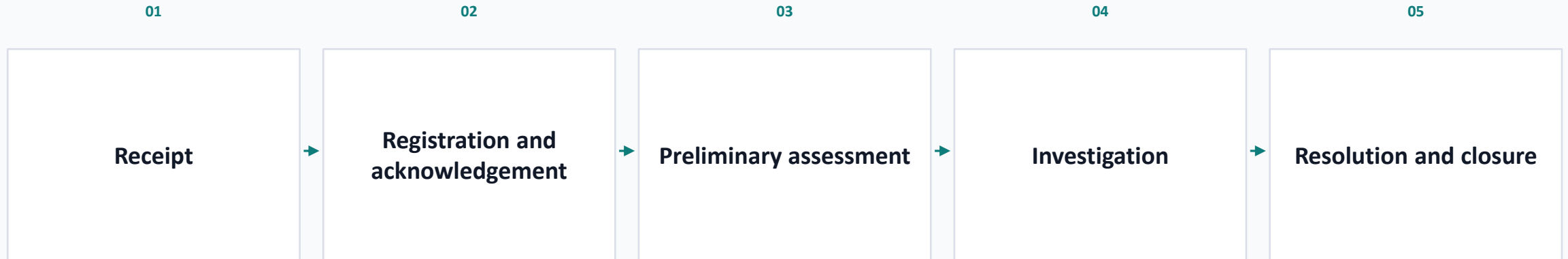
A good system protects fairness by improving process discipline.



Electronic records and case tracking

Complaint lifecycle

The lifecycle should be clear from first receipt to closure and feedback.



The digital record should follow the complaint through every stage.



Facilitator prompt: Where does delay occur most often in your current process?

Electronic complaint registration

Digital intake creates a reliable starting point for every case.

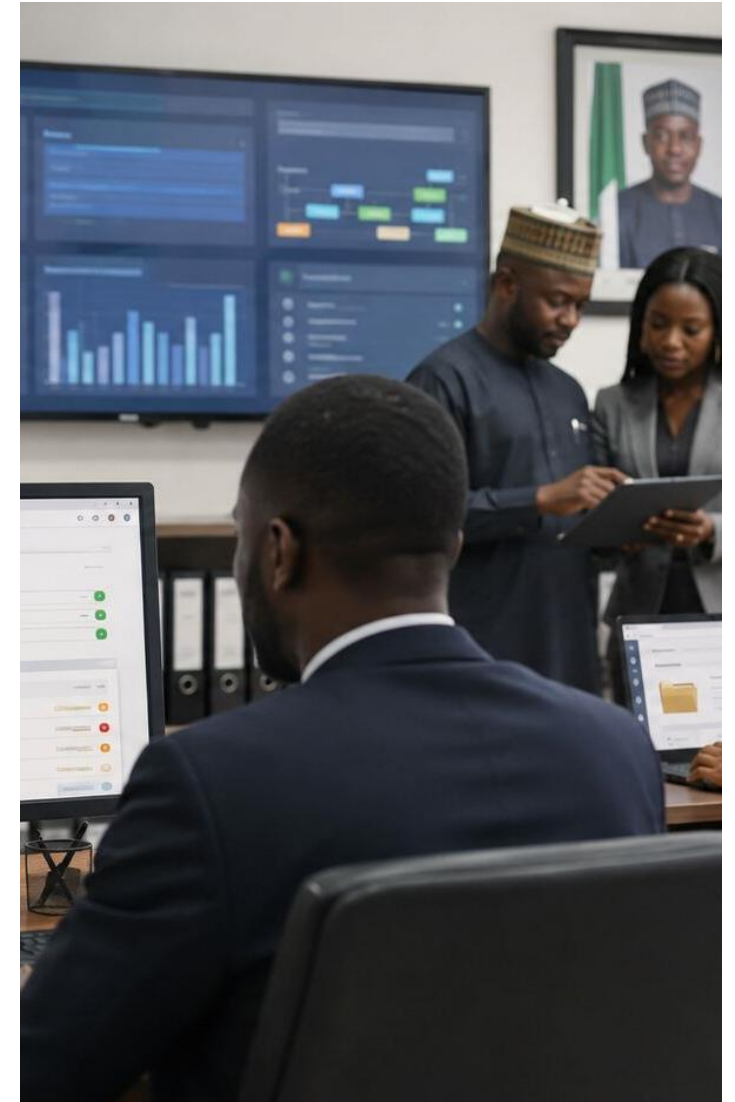
Complaints may arrive through portals, email, mobile forms, social media or walk-in digital registration.

Officers capture complainant details, institution involved, subject matter and supporting evidence.

The system generates reference numbers and acknowledgement notices.

Accurate registration improves retrieval, assignment and reporting.

The quality of the intake record affects the quality of the entire investigation.



Electronic records and case tracking

Electronic case files

Electronic case files centralise all documents and actions relating to a complaint.

Complaint details

Complainant, institution, dates and issues.

Correspondence

Letters, emails and official requests.

Reports

Investigation and recommendation reports.

Evidence

Documents, images, emails and records.

Actions

Assignments, notes, decisions and reminders.

Security

Access control, audit trails and backups.

One complete digital file prevents fragmentation and protects institutional memory.

Complaint classification and routing

Classification helps the Commission assign cases fairly and efficiently.

Classification criteria

- Subject matter
- Institution involved
- Priority level
- Geographical location
- Nature of grievance
- Risk level

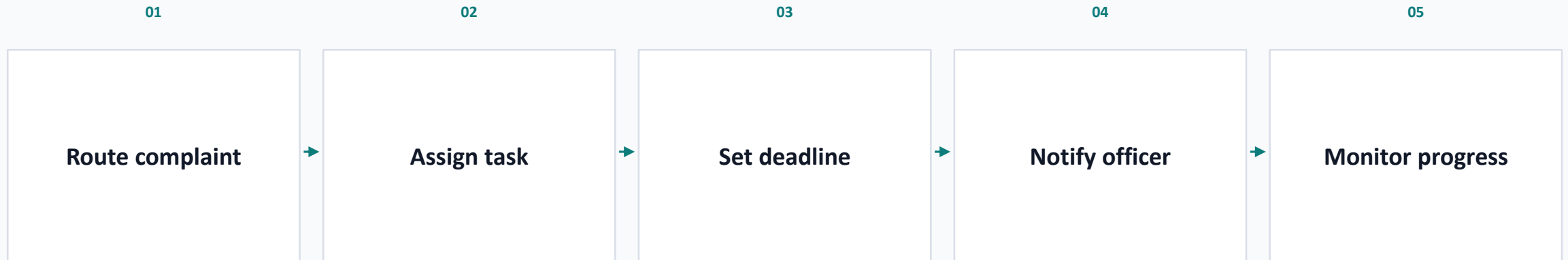
Routing benefits

- Better officer assignment
- Faster preliminary assessment
- Early identification of urgent cases
- Improved workload planning
- Clearer reporting categories



Electronic workflow

Electronic workflow moves cases through defined stages with alerts and accountability.



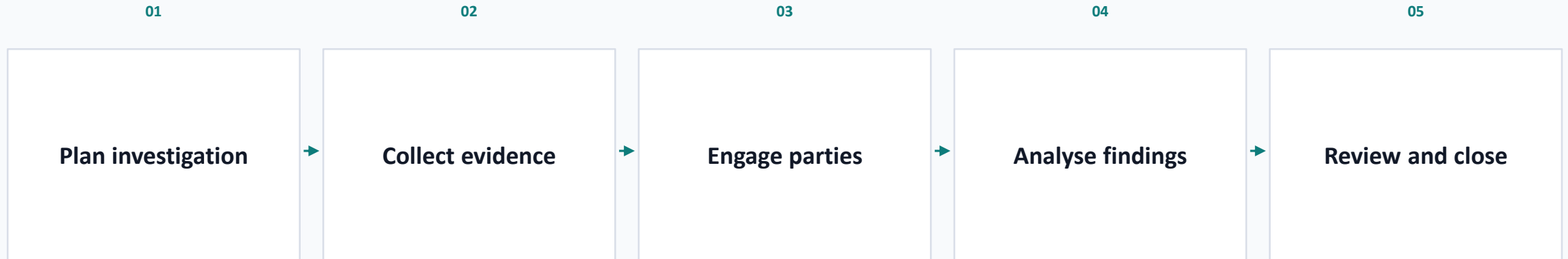
Workflow reduces silence, delay and uncertainty in complaint processing.



Facilitator prompt: Where does delay occur most often in your current process?

Digital investigation workflow

Digital tools support a structured and evidence-based investigation process.



Digital investigation strengthens consistency, collaboration and management oversight.



Facilitator prompt: Where does delay occur most often in your current process?

Evidence management

Evidence must remain authentic, complete, confidential and retrievable.

Authenticity

Record source, date and method of receipt.

Confidentiality

Restrict access to authorised officers.

Preservation

Store securely through the case lifecycle.

Integrity

Prevent alteration or loss.

Audit trail

Track who viewed, edited or shared files.

Presentation

Organise evidence for reports and decisions.

Weak evidence handling can weaken even a strong investigation.

Electronic documentation and records

Digital documentation supports professional consistency and institutional memory.

Key documents

- Complaint forms
- Interview records
- Investigation reports
- Recommendation reports
- Official correspondence

Records principles

- Accuracy and completeness
- Reliability and retrievability
- Secure storage
- Retention compliance
- Confidentiality and access control



Electronic correspondence

Official communication must be secure, traceable and professional.

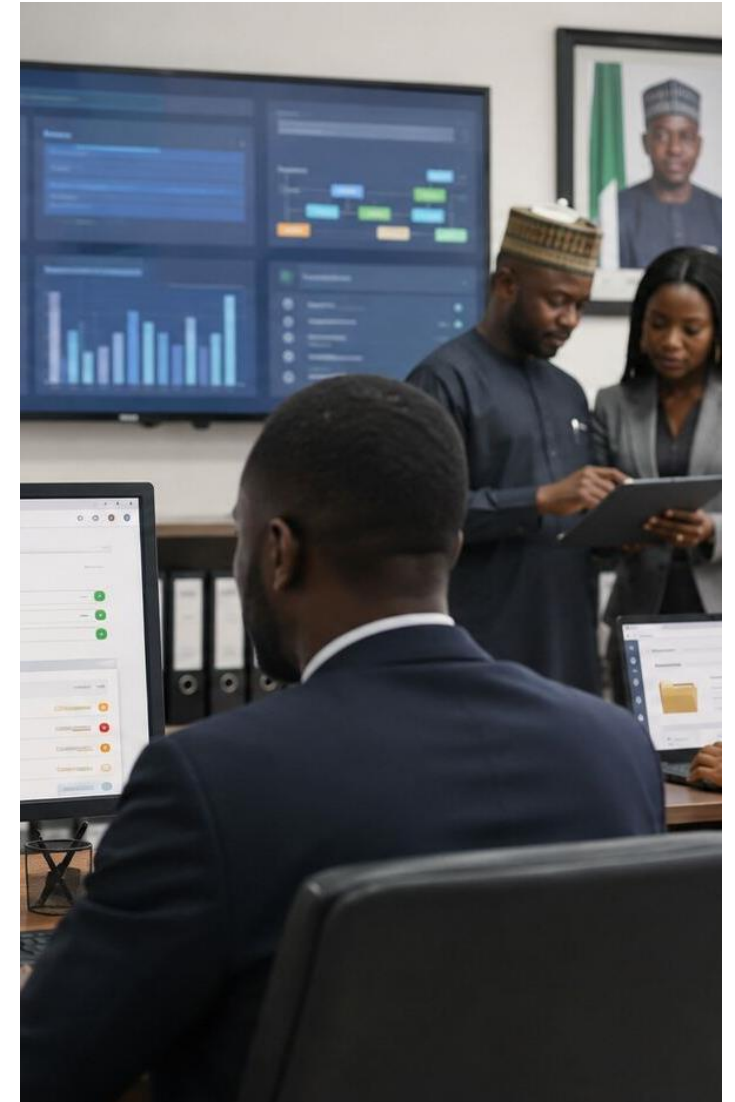
Use official channels for email, portals, secure document exchange and virtual meetings.

Keep copies of outgoing and incoming communication in the electronic case file.

Use standard templates to improve consistency and speed.

Protect sensitive personal and investigative information in all correspondence.

Every official message should strengthen trust and accountability.



Electronic records and case tracking

Complaint tracking dashboard

Dashboards help managers monitor caseload and service delivery in real time.

Complaints received

Shows intake volume and trends.

Cases under investigation

Tracks active workload.

Cases resolved

Measures output and closure.

Average resolution time

Signals efficiency or delay.

Outstanding cases

Identifies backlog and risk.

Citizen satisfaction

Measures service experience.

Dashboards convert case data into management action.

Performance monitoring and service standards

Service standards define measurable expectations for complaint handling.

Monitoring areas

- Timeliness
- Productivity
- Quality
- Compliance
- Citizen satisfaction

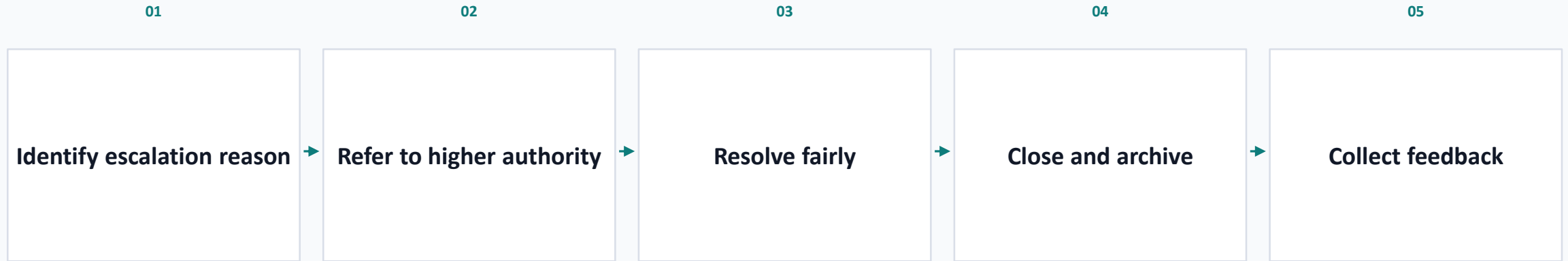
Typical standards

- Time for acknowledgement
- Investigation timelines
- Communication frequency
- Resolution targets
- Quality assurance checks



Escalation, resolution and feedback

Complex, delayed or sensitive cases must move through clear resolution pathways.



Resolution is complete only when outcome, record and complainant communication are properly documented.



Facilitator prompt: Where does delay occur most often in your current process?

Module 3 practical exercise

Scenario

A complaint about delayed pension processing has been received with letters, payment records and conflicting explanations from an agency.

Participant tasks

- Register the complaint electronically.
- Classify subject, risk and priority.
- Assign the case and set workflow deadlines.
- Design the dashboard indicators for monitoring.

Expected output

Completed electronic case file + workflow map

