workpro>
CASEWORK

WORKPRO FINANCIAL SERVICES COMPLAINTS MANAGEMENT

Complaints resolved
to FCA standards

Treat your customers fairly every time with a system which handles, records and reports on complaints to the highest standards demanded by the FCA.

Accurate FCA reporting, simplified compliance, better service.

Workpro is cloud based software, hosted in secure UK based data centres. It is easy to use, cost-effective and specifically developed to meet the demands of FCA-regulated complaints casework.

Workpro ensures complainants experience consistent and fair treatment, every time. It eases your workload and helps protect your reputation.

With FCA timescales and targets built-in, Workpro makes it easy for your team to meet FCA complaint handling rules. Managers can monitor casework and team performance. FCA DISP reports are generated at the click of a button, while the insights produced feed in to service improvement plans.

Consistency

- **Everything in one place** improves case coordination and eliminates duplication.
- **Built-in workflow steps** ensure consistency and fairness in issue resolution.
- **Templates reduce errors**, save time, and ensure professional correspondence.
- **One source of the truth**, enables colleagues to quickly pick up cases and queries.
- **Reliable data collection** and FCA categorisation mapping feeds accurate reporting.

Control

- **Case status and team performance** can be monitored in real-time against targets.
- **Clear visibility of who needs to do what**, with alerts and reminders to prompt action.
- **Dashboards highlight issues** so that remedial action can be taken.
- **Cases can be easily re-assigned** due to staff absence, for example.
- **Spot trends and analyse root causes** for improvement initiatives.

Compliance

- **Clear workflow guides staff,** so FCA regulation and policies are always correctly followed.
- **Notifications and alerts** ensure vital information and deadlines are not missed.
- **File management tools** ensure compliance with data protection and data access laws.
- **Chronological audit trail** guarantees full accountability and transparency.
- **MI and FCA reports** are easily generated from the built-in standard reports library.

The solution:
Workpro Complaints for Financial Services features

> **"The team members are absolutely delighted with Workpro.
> It is intuitive and user friendly and you can easily work through the steps."**
>
> Stephanie Dunn, TSB Bank

Log & track all casework

Case Capture
Quickly record all case details, however they come in (email, letter, web, phone, text and social media).

Configurable workflow
'Out-of-the-box' FCA complaints workflow, that is also configurable to your terminology and processes.

Document Management
Store all documentation in the case record and easily bundle for sharing. Optional PDF editing and redaction.

Respond & resolve

Alerts & Reminders
Highly visible alerts, reminders and tasks drive action. FCA targets and thresholds are built in to the workflow.

Auto-populated Templates
FCA-compliant document templates e.g. Summary Resolution communication. Autopopulation of case data.

Quick and Advanced Search
Everything is searchable, down to document level, with flexible filtering. Linked Case or Precedent Case tags.

Management information

Performance Monitoring
Track casework using comprehensive dashboards, case and task views, with any issues highlighted.

Automatic Mapping
From client terminology to FCA Product/Service names and Product/Cause Categorisations.

FCA Reporting & Analysis
FCA reports & targets built-in. Redress Cost Analysis. Lloyd's notification options available. Root cause and trend analysis.

Security & maintenance

Access & Security
Authorised access only, with case-level restrictions. Data encryption. Single sign-on option. UK based, ISO 27001 data centres.

Case & Task Ownership
Allocate and reassign case owners for full accountability. Tasks can be manually or system-generated.

User Admin Tools
Key system elements are maintainable by authorised administrators. e.g. lookup lists, fields, user permissions.

Complete control of FCA complaints management.
It all begins here

Find out more about Workpro Financial Services Complaint Management Software
Or email us on for a free demo at workpro@casltd.com