



Equiniti ICS streamlines PONI's complaints management process

The Police Ombudsman for Northern Ireland (PONI) partnered with Equiniti ICS to implement a complaints management system that would effectively manage its complaints, whilst improving the organisation's key business processes.



OVERVIEW

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

PONI'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 organisations changing needs.

CHALLENGES

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

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

- 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

SOLUTION

Equiniti ICS developed a fully-customised complaint management system which efficiently streamlines PONI'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 PONI's IT resources with rich administrative functionality, and allowing a number of the PONI's business processes to be changed and document types updated without major code revision.

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

CONTACT US

02890 454166
enquiries@equiniti-ics.com
equiniti-technology.com