



# Complaint Management Software

Redefine the way  
you handle customer  
complaints

[www.tecwrk.com](http://www.tecwrk.com)

For businesses of all types and sizes, managing and resolving customer complaints is a vital aspect of ensuring quality as well as customer satisfaction. These complaints can arise from various sources, including products, services, or interactions, and addressing them promptly and aptly is paramount for success. However, without an efficient Complaint Management system, companies struggle to effectively handle grievances, resulting in dissatisfied customers and damaged reputation.

QualityPro Quality Management Software offers a comprehensive **Complaint Management Module** designed to address this challenge. It empowers organizations to efficiently manage, track, and resolve complaints from diverse sources, whether they originate from customers or internal employees.

This software digitizes the entire complaint management process, providing a central database of complaint data. Aiding in identifying areas for process and product/service improvements, it eliminates the root causes of grievances, and addresses complaints proactively to prevent escalation.

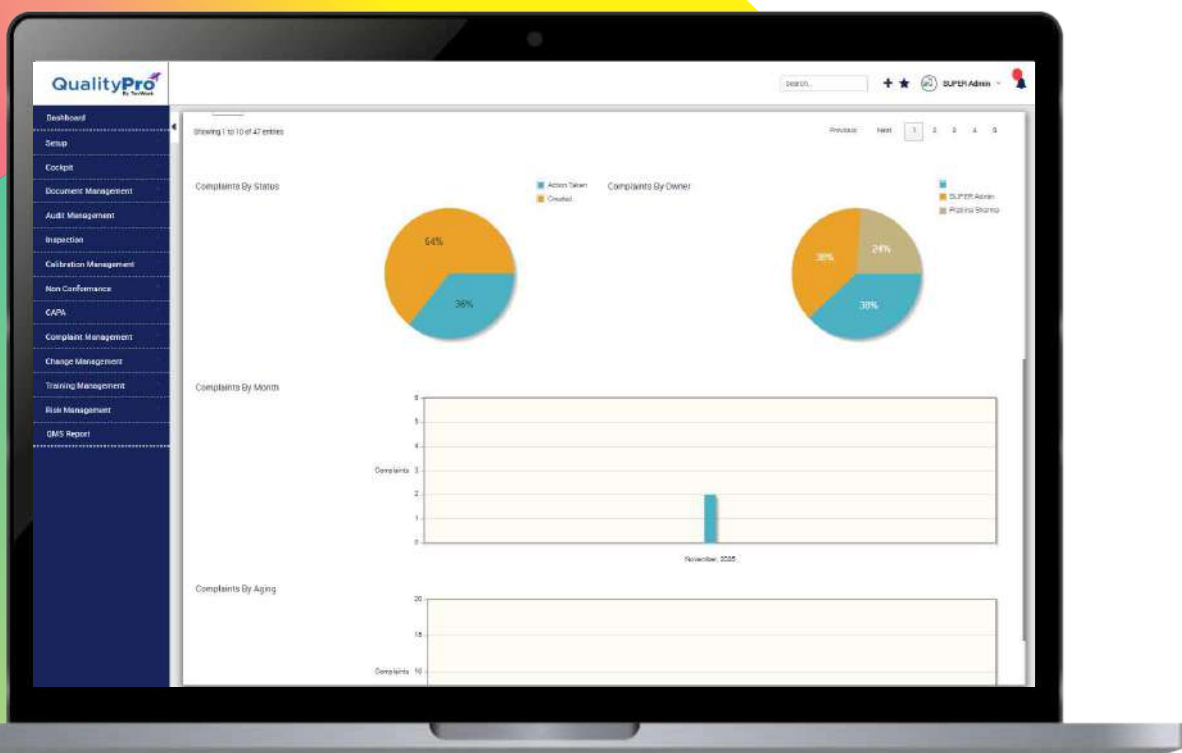
The software captures, consolidates, and tracks complaints upon reporting, ensuring prompt issue management and maintaining an accurate record of customer grievances.

QualityPro categorizes complaints based on their severity, allowing businesses to prioritize and address critical issues swiftly. The software's organized approach ensures that complaints are efficiently routed to the appropriate teams for resolution, and it supports comprehensive documentation of the investigation details, action plans, and notifications to relevant parties, resulting in improved customer satisfaction and a more efficient complaint resolution process.



## Salient Features

- **End-to-end Complaint Management** - Efficiently handle, track, resolve, and finally close complaints from various internal as well as external sources.
- **Complaint Consolidation** - Record the complaint details, specify its source, and consolidate it as soon as it is reported through any source.
- **Complaint Tracking** - Associate the complaint with any non-conformance (NC) and corrective & preventive action (CAPA), and track the complaint from start to resolution.
- **Complaint Dashboard** - Get overview of all complaints in dashboard; identify total number of complaints, status of complaints, number of resolved complaints etc., in a snap.
- **Complaint Handling** - Assign complaint to group or individual, define workflows, attach supporting documents or screenshots, and add notes for detailed description of complaint.
- **Severity-Based Complaint Prioritization** - Categorize complaints based on their severity and prioritize them accordingly, ensuring that critical issues are swiftly resolved.
- **Logical Grouping** - Create logical groups for managing complaints in quality management system, taking into account their source of origin.
- **Comprehensive Documentation** - Meticulously document the investigation details, action plans, and notifications to all relevant parties involved in the complaint management process.
- **Complaint Evaluation** - Evaluate customer complaints based on previous records, understand the pattern, identify gaps, and rectify them.



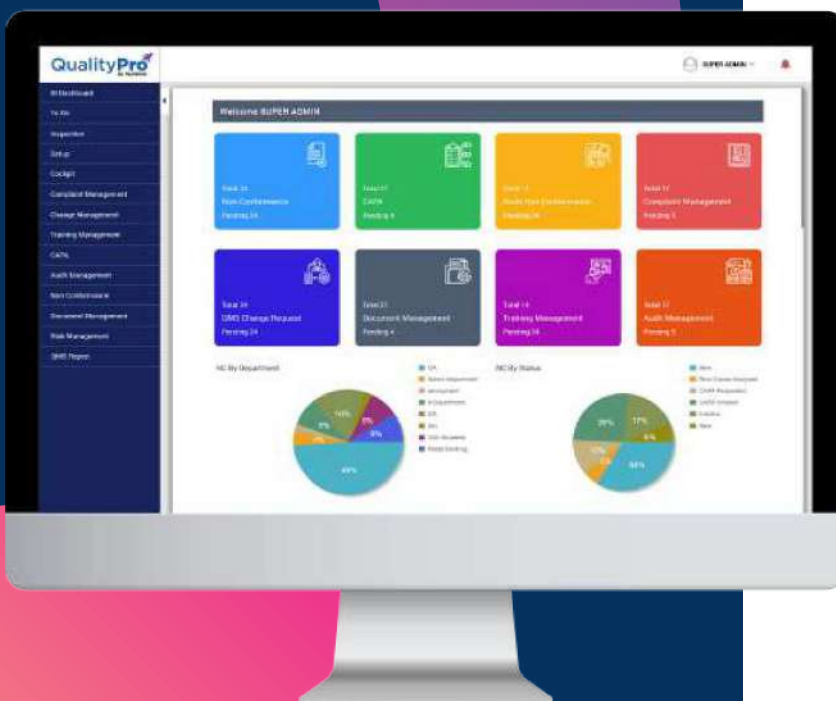
## Essential Benefits

- ✓ Establishes a proper complaint management system to address complaints
- ✓ Presents apt and adequate information related to any query
- ✓ Adds to your accountability of handling issues
- ✓ Avoids repetition of processes
- ✓ Saves time and resources
- ✓ Helps win new customers and increase retention
- ✓ Creates a customer-focused environment
- ✓ Helps stay ahead of the competition

## About Tecwork

TecWork Global Business Solutions is a startup, where cutting-edge technology converges with business excellence. We are dedicated to empowering businesses through innovative solutions that specialize in and seamlessly align with diverse business objectives like [Quality Management Software](#), [Fleet Management Software](#), [Field Force Management Software](#), [Human Resource Management Software](#), etc.

Our mission is to elevate operational efficiency, ensure compliance, and drive success across a spectrum of industries. With a passion to innovate, commitment to excellence, and a hunger for technological advancement, we are your strategic partner in excelling in the modern business landscape. Join us on the journey to optimize, streamline, and transform your business processes with our state-of-the-art tools.



## TecWork

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