

CIVIC COMPLAINT MANAGER

Mitchell Humphrey's Civic Complaint Manager (CCM) allows you to quickly and easily direct complaints to the proper party for action, track the status of any complaint, and document the final resolution.

- Gather Accurate Information – Consistent format ensures the most accurate data. Our software provides a consistent format for complaints, ensuring that complete and accurate information is gathered for each incident.
- Save Valuable Time – Built-in features automate many time consuming tasks. Our software records the resolution for each complaint and allows searches on multiple fields to quickly and easily identify resolutions for similar prior complaints.
- Customizable Reports – Flexible report generator offers multiple reporting options. Our software comes with multiple reports (many of which are configurable by the user) to extract all the pertinent data from the system.
- Dramatically Improve Services – Generates alerts for unresolved complaints that have been open for a period of time.
- Identify Key Trends – Sort and categorize data for instant analysis. The software allows you to categorize complaints. It also aids in identification of hot issues and important trends in constituent concerns.



- Easy-to-Use Interface – Be up and running quickly with our Windows-based software. After a few hours of training, everyone in your office will be able to efficiently manage your municipality's civic complaint process.

PRODUCT FEATURES:

- Windows-based, easy-to-use, field-proven
- Complaints can be sent via e-mail using the default e-mail program on your PC
- Setting up new boards and volunteers is done from one screen
- In hierarchy setup, the department head is created automatically
- A complete printout of tasks is now available
- New report pulls up a complaint based on citizen name or block and lot
- New report pulls up all information on a specific committee/department
- Built-in spell check capability