

# RESPOND 6 AND PS15/19

Complaint Management and Compliance

## DATA SHEET

Respond 6 is the best ever release of Aptean's complaint and feedback management solution for UK companies in Financial Services.

We have been monitoring the industry closely and have taken note of the Financial Conduct Authority's (FCA) changes to their DISP rules as outlined in PS15/19, and we want to outline how Respond 6 can support you in remaining compliant while capturing your complaints when the new rules start.

The major changes to DISP that will come into force on the 30th of June (as confirmed by the [FCA Handbook Notice 28](#)) are:

- Reporting all complaints, including those currently resolved before the close of the next business day.
- Extending the current 'next business day' rule to three business days.
- Ensuring a Summary Resolution Communication (SRC) is sent in response to all complaints.

This latest version of Respond features tools to help Financial Services companies remain compliant with the changes while continuing to handle complaints effectively and efficiently, increase productivity and provide excellent customer service.

## REPORTING WITH RESPOND

In earlier versions of Respond, reports were pulled based on a single item such as complaint nature or contact name, and these individual reports had to be blended outside of the system to create a complete overview. Almost all customers surveyed about this new version said that being able to view multiple entities within one, single report would save them time - and this is now achievable with Respond 6.

Reports can include multiple types of data including reference number, feedback type and nature, and they are filterable and configurable so you can see exactly what you want to see. The FCA is introducing a new complaints return for 2016 which firms will have to complete twice yearly, and which includes changes and additions to product categories, and so the ability to report on exactly what you need, when you need it is a huge time saver.



## NEXT BUSINESS DAY RULE

The extension of the next business day rule to three business days could mean that front line complaints handlers will have to manage their caseloads over a longer period of time, making it all the more important that deadlines are met and complaints are prioritised correctly.

Respond 6 features a brand new streamlined user interface, complete with a new Action Centre. The Action Centre is where any and all of the data contained in Respond is called up and personalised based on what you want to see, and then viewed as detailed lists or in visual representations and drillable graphs. Having fast and easy access to critical information such as tasks, the number of cases awaiting approval and tracking redress is essential for keeping complaint resolution on track and managing longer resolution times.

## SENDING AN SRC

Now all complaints, however informally handled, must have a final communication sent to the customer and this could seem like a daunting amount of new work on the horizon. Respond already allows template responses to be sent to customers, but what if these template responses just aren't right for the type or formality of a certain complaint? Is the template too formal for your company's persona? Would the contact who will receive the communication feel more satisfied with a personalised response, keeping them loyal as a customer?

This is where Respond 6 comes into its own. The latest version introduces editable paragraphs, giving front line staff the ability to personalise predefined aspects of a Summary Resolution Communication (SRC). Requiring some configuration to your individual needs, editable paragraphs let you add a personal touch. If a template is overly formal, users can edit aspects bringing it more in line with your company's own voice. If an SRC is personalised to the customer's individual experience, customer satisfaction will remain high.



**About Aptean:** Aptean is a leading provider of industry-focused mission critical enterprise software solutions. We build and acquire solutions to support the evolving operational needs of our customers. Our solutions help nearly 5,000 organizations stay at the forefront of their industries by satisfying their customers and continuing to operate more efficiently.

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## ADDITIONAL BENEFITS

In addition to ensuring you remain compliant in 2016, Respond 6 will also help you become more productive when carrying out day-to-day tasks.

### Tablet Support

For team leaders and executives who need to present detailed information at meetings and on the go, Respond 6 is available on tablet devices. Rather than presenting a set of static information, Respond 6 users can react immediately to queries about how the data would look in different situations, bringing up visual representations and drilling down on the spot.

### Cost Authorisation

Respond 6 is all about increasing productivity. Where a manual process of cost authorisation existed before, the new version of Respond puts automated processes in place. Out of the box cost authorisation levels can be configured according to user or cost type and allow a payment to be automatically sent to a manager for approval or rejection if it breaches the threshold.

## CONCLUSION

For UK Financial Services companies preparing for the FCA's changes in the form of PS15/19, Respond 6 is ready to support you and ensure you remain compliant.

If you would like to learn more about Respond 6, please get in touch with your Account Manager today or email [enquiries@aptean.com](mailto:enquiries@aptean.com).