

## Boost your firm's profitability through stronger handling of complaints

Complaints are a fact of life, but how well you handle and react to them can influence your firm's success.

The Complaints Handling Accelerator gives you a best-practice complaints solution within Visualfiles, out of the box. The Accelerator, which can be ready to use in just one day, will help your firm to optimise its complaints handling process and enhance its reputation, supporting improved profitability.

"39 per cent of people complaining to a legal services firm end up not being satisfied with their provider's understanding of their complaint."

– Handling complaints, The Law Society.

### Save time, reduce overheads and avoid mistakes

Using the Visualfiles Complaints Handling Accelerator helps you:

- **Streamline processes so you handle complaints more efficiently.** The Complaints Handling Accelerator guides you through all the steps required to log a complaint and gather all the data relevant to that complaint. It automatically creates links across all the relevant records – saving you time and ensuring all the required data is available at your fingertips.
- **Consolidate IT systems and reduce management overhead.** Using the Accelerator removes the need to enter complaints data into disparate systems; instead, you can manage complaints from within Visualfiles, giving your IT department fewer systems to keep track of.
- **Remove complications and so avoid mistakes.** Consolidating your complaints process into a single, best-practice solution helps remove duplicated effort from your complaints handling process. By following automated workflows, the Accelerator minimises the likelihood of mistakes.

### Protect your firm's reputation

How can you avoid aggravating already unhappy clients and having complaints escalate to the Legal Ombudsman? How can you reduce the risk of damage to your firm's reputation when handling complaints? The Complaints Handling Accelerator enables you to:

- **Adopt best-practice.** The Complaints Handling Accelerator implements The Law Society's best-practice processes for handling complaints, so you can feel confident about how your firm manages them.
- **Adhere to timescales.** After you've recorded a complaint, the Complaints Handling Accelerator automatically generates and flags key milestones in the process. For example, by when you should have acknowledged the complaint, responded to the complainant or, if necessary, notified insurers, all in accordance with any service level agreements you might have.
- **Use precedents for stronger drafting.** The Complaints Handling Accelerator includes LexisNexis precedents for drafting complaints reports, letters to complainants and letters to insurers which enable you to produce high-quality responses even faster.

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# Lexis®Visualfiles™ Complaints Handling Accelerator

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## Fast and simple to deploy – but flexible too

The Complaints Handling Accelerator provides an out-of-the-box implementation that can quickly be customised to suit your firm's requirements:

- **Ready for use in one day.** LexisNexis Enterprise Solutions will install the Complaints Handling Accelerator for you — and it can be ready for use in your firm within one day. There are no additional demands on your fee-earners to draft precedents or on your IT department to develop and test new code.
- **Tailor processes to match how your firm works.** As the Complaints Handling Accelerator is a Visualfiles solution, you also have complete flexibility to customise it – if you need to. For example, if your firm's commitment is to notify responses to complainants within 24 hours, rather than the three working days the Accelerator workflow uses as standard, then you can easily make that change.

## Maintain a Complaints Register with ease

Lexcel accreditation requires firms to maintain a Complaints Register, so the Complaints Handling Accelerator automatically creates this for you. Whether you need to submit your Complaints Register as part of your annual Lexcel audit or as part of an internal review of complaints, it's always available at the click of a button and always up-to-date.

## Improve how your firm handles complaints

The Complaints Handling Accelerator records all the information needed to identify which of the four different stages — Inception, Assessment, Review or Close — each of your complaints is at. This makes it easier for you to extract valuable management information about how your firm is handling complaints and to quickly identify areas where you can improve.

## Contact Us >

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### For more information

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