



# Worksmart in the Higher Education Market



Worksmart is a leading provider of complaints and feedback management software in the UK.

For many universities, complaints management is now driven out of necessity, with students and many other stakeholders increasingly willing to complain about education services received, a bad experience or tuition and accommodation fees. They know their rights and if they have little success with the university's complaints process, many are now turning to the public arena, such as social media and on-line forums, to have their say, risking your university's reputation in the process.



Our Caresmart application is specifically designed to meet the complaint management needs of universities in Scotland. Robust and configured to Scottish Public Services Ombudsman (SPSO) regulatory requirements (including all required SPSO KPIs), Caresmart is an intuitive system that makes it easy for universities to capture, manage, track and report on complaints across the entire university network, ensuring the students and other stakeholders experience a consistent and concise approach to resolving their problem, regardless of how they contact the university.

Caresmart tracks each and every complaint, providing you with evidence of the remedial activity required and interaction with each and every complainant. It provides frontline staff (including lecturers), all the way up to the executive team and the university's board of governors, the ability to drill down and view trends, actions or the current status of any complaint being handled at case level detail, or to review data and dashboards for operational effectiveness and external reporting requirements, such as compliance.





## COMPLAINTS MANAGEMENT - Higher Education Sector

### FEATURES / BENEFITS

- Central database for university-wide access. All data, including emails, letters and actions stored centrally
- Quick and easy capture, retrieval and update of complaints with step-by-step prompts
- Workflow to guide users through the SPSO complaints process
- Improve student/stakeholder service levels and provide consistent education/service delivery
- Manage costs and control compensation
- Identify root causes and learning opportunities to prevent issue recurrence
- Integration via APIs or batch files for automating processes
- Reduce operational costs and increase productivity
- Pinpoint areas of concern across the university and define future courses/offerings

### ABOUT WORKSMART

Established in 1995, Worksmart provides many of the UK's most recognised financial brands with market leading software to support Complaints and Feedback, Training and Competence, the new Senior Management and Certification Regime (SMCR - which Worksmart has become the 'go to' provider for) and Advice Quality Checking. Our customers include banks, global top 20 insurers, wealth managers, networks and IFAs. The diversity of our customer base, from challenger firms to large retail banks and insurers, is testament to the flexibility, scalability and suitability of our products across the entire financial services sector and now the higher education sector. Our continual monitoring of the SPSO regulatory landscape, together with our experienced team with decades of experience in regulated services, means we understand the challenges our customers face. We constantly refine our modules to further improve customer insight, employee efficiency and performance, quality assurance and organisational learning and improvements.

The image displays several screenshots of the WorkSmart software interface. The top screenshot shows a dashboard with a bar chart, a donut chart, and a table of 'All Action Overdue' items. The middle screenshot shows a 'Complaints opened when fewer than 500 total opened' table with columns for Product, Service grouping, and various performance metrics. The bottom screenshot shows a 'Core Actions Performance - Analysis by Product' bar chart and a table of 'Core Actions Performance' with columns for Case Type, Metric, Target, and % of Cases.

For more information, please contact us on **01908 613613**

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