



OperaFLO Police Complaints



OperaFLO is now installed and working for Lancashire's Professional Standards Department.

At the same time as reducing cost, OperaFLO will improve the way information and instructions are passed between staff and departments. It also helps to support compliance and audit standards. OperaFLO Police Complaints is a workflow based system that has been proven to reduce the cost of handling complaints and other customer service activity for organisations in both the public and private sector.

The system supports the entire complaints process for the force, including;

- Receipt of correspondence.
- Initial review.
- Investigation.
- Hearings.
- Sanctions/warnings.
- Civil claims/litigation.
- Reporting/analysis.
- Compliance.
- Audit.
- Diaries/to do lists.
- Scanning.
- Word processing and emails.
- Import and export of data.
- Information sharing.

The system has been configured in line with IPCC guidelines as well as local procedures. In addition, Lancashire have been able to make their own changes to the system as and when necessary to make sure that their system does exactly what they want it to.

The reporting tools provided offer access to every field throughout the system. Information can be identified, refined and presented in reports or spreadsheets quickly and accurately.

As well as the historic reporting tools, a series of real time management activity tools monitor performance in relation to service level targets. Managers can set up their own exception reports identifying activity that is of particular interest to them. This information is presented to them in a list which can then be explored, closed or forwarded to staff for further input.

So to summarise, OperaFLO is a proven system which is now in place and working in the UK Police community. The system will help to reduce cost at the same time as improving service levels. If you'd like to know more and to see how the system could be working for you **contact us now on 01473 432550 or sales@flovate.com.**