❤️ Complaints.
Better Service Outcomes.
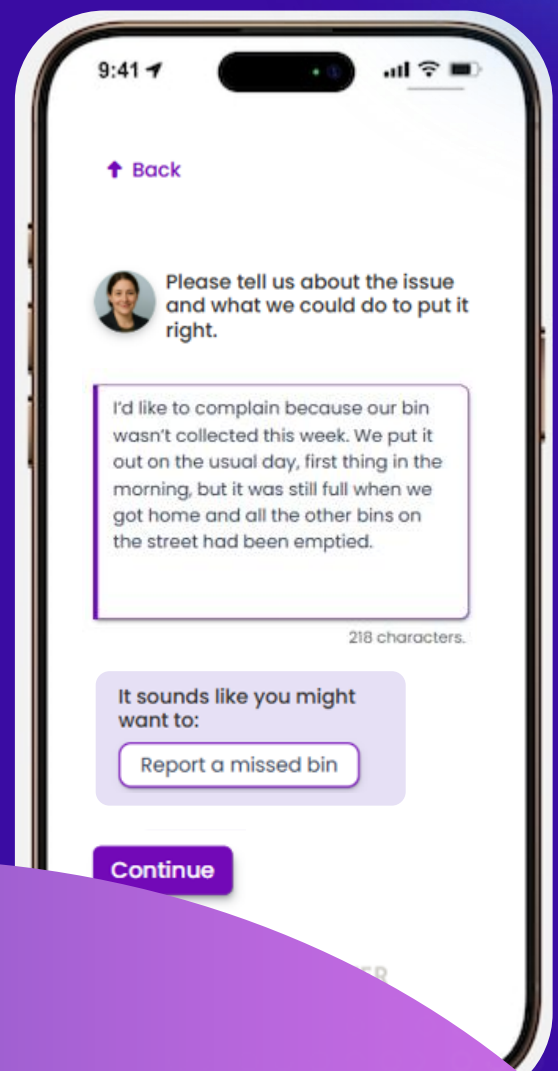
Capture Smarter
Capture complaints faster with an AI-powered, configurable form that identifies services, supports accessibility, and adapts to your council's needs.

Seamless Automation
Streamline case handling with auto-triage, multi-stage workflows tailored to your structure that ensure the right teams act at the right time.

Confident Communication
Respond automatically, consistently and compliantly with AI and custom templates that match each stage of the process and your council's voice.

✓ **Unlimited Users**   ✓ **AI First**   ✓ **Unrivalled Automation**

FIND OUT MORE

info@govmetric.com
www.govmetric.com
+44 1572 756565

govmetric®

We 🩷 helping you handle complaints

With Public Sector Compliance built-in

>100
Public Sector Clients across the UK & Netherlands

Crown Commercial Service
Supplier

WCAG 2.2

Disclosure & Barring Service

International Organization for Standardization
ISO 27001

CREST | PEN TEST

aws
GOV.UK Notify

CYBER ESSENTIALS PLUS

Built for automation, designed for user experience

Why we are unique

octavia

Complaint Automation for your existing Case Management app

- ❖ AI-powered complaint capture
- ❖ Prevents unnecessary complaints which should be service requests
- ❖ Saves time with complaint summaries
- ❖ Automates acknowledgements
- ❖ Reduce admin costs significantly while maximising compliance

casetracker

The simplest, most compliant, complaint handling app in the UK

- ❖ Self-serve citizen progress tracking
- ❖ Highly configurable case workflows
- ❖ Compliant with LGSO, SPSO, HO
- ❖ Powerful reporting
- ❖ Lessons learned/root cause analysis
- ❖ Unrivalled Octavia integration

Assure Compliance & Data Security

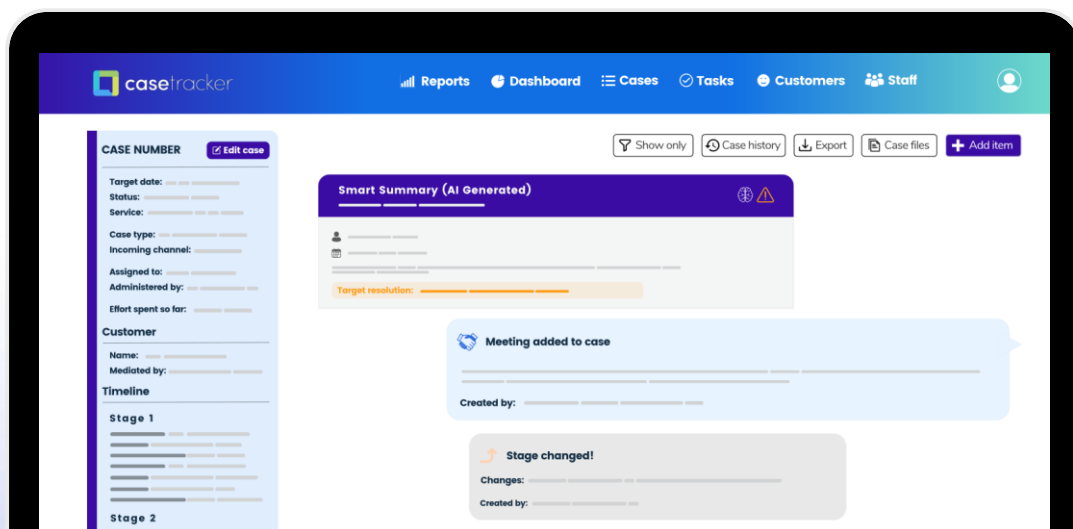**Fully Automate acknowledgements**

Reduce time to close complaints

Intercept service requests to maximise efficiencies

Minimise requests for further info

Reduce overall complaint costs

casetracker

📊 Reports   🎯 Dashboard   ☰ Cases   ⊘ Tasks   👤 Customers   👥 Staff

CASE NUMBER   ✎ Edit case

🏳 Show only   🕔 Case history   ⬇ Export   📄 Case files   ➕ Add item

Target date:
Status:
Service:

Case type:
Incoming channel:

Assigned to:
Administered by:

Effort spent so far:

Customer

Name:
Mediated by:

Timeline

Stage 1

Stage 2

Smart Summary (AI Generated)

Target resolution:

🤝 Meeting added to case

Created by:

⚡ Stage changed!

Changes:
Created by:

Built for the Public Sector

"CaseTracker has significantly reduced the amount of effort needed for creating and sharing reports with senior management.."

Jessica Brooke
CUSTOMER RELATIONS MANAGER

SURREY
COUNTY COUNCIL

CAMBRIDGE
CITY COUNCIL

"The CaseTracker system covers everything we need and more.

It is also super easy to use."

Tony Stead
BUSINESS DEVELOPMENT MANAGER

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casetracker

📊 Reports ▾ ≣ Cases ≣ Tasks ☺ Customers ▾ 👥 Staff ▾ 👤 ▾

Case List
view, search & manage your cases

Case List Filters

Try searching for a case reference, customer or member of staff

🔽 Saved views ▾

03 Feb 2024 – 03 Feb 202! | Case type · 10 | Status · 5 | Stages | Owner | Service | History | ◉ Get all LIVE cases | More filters

8 results found

	Ref	Subject	Target	Last update	Customer	Owner	Case type	Stage	Service
A	MYO815400	Poor Quality Repair	in a day	5 days ago	Mr Jerry Maguire	Steve Meades-Cummins	Complaint	Acknowledgement	Housing
A	MYO850786	Medical Appointment for Parent	14 days ago	20 days ago	Mrs Sally Gunnell	John Doe	Complaint	Acknowledgement	Customer Services
A	MYO-ASC-363443	Social Care Providers	5 days ago	a month ago	Mrs Goldy Locks	Harry Hill	Adult Social Care Complaint	Further Review	Adult Social Services
A	MYO-ASC-575517	Bailiffs behaviour	5 days ago	a month ago	Mrs Annette Lawrence	Harry Hill	Complaint	Further Review	Council Tax
P	MYO-CHI-019140	Boundary Youth Centre Closure	1 in 11 days	21 days ago	Holly Eve	Tracey Poole	Children's Complaint	Stage 2	Youth Support Service
P	MYO-ASC-832628	Multiple Bin Issues	25 days ago	24 days ago	Dr Ivo Robotnik	Horace Slughorn	Complaint	Further Review	Waste
P	MYO-ASC-121732	Social Care shambles	10 days ago	24 days ago	Dr Hans Langstrom	Alix Cunnell	Adult Social Care Complaint	Stage 1	Adult Social Services
P	MYO-CHI-729843	Closing Child Centres	a month ago	2 months ago	Isaac Clayton	Lucy Diamond	Children's Complaint	Stage 2	Early Help Hub

Status: ⊙ Open A Allocated P In progress R Resolved ‖ Paused C Closed

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