Complaint Tracker

Complaints Are a Part of Every Business

How you respond to complaints can make or break your business. Many times, complaints are dealt with as they occur, and afterwards, you may not have the information you need to learn from the complaint, or because they come to multiple people, you may not even know you have a problem before it's too late.

Why Track Complaints?

Complaints that occur repeatedly about the same issue indicate a real or perceived problem on the part of the customer. If the same type of complaints occur repeatedly, the result could be lost customers or worse, a liability issue.

What is Complaint Tracker?

Complaint Tracker is a database solution to the problem of complaint handling. Dr. Bill Thomas, creator of the Eden Alternative™, originally developed Complaint Tracker to use complaint management as a tool to drive quality improvement. It has been used in a number of facilities across the United States to manage complaints.

Complaint Tracker Lets You Effectively Manage Complaints

Complaint Tracker allows you to record the complaints that you receive in a consistent manner, collect them all in a single place, and review and analyze both the complaint resolution process and the type of complaints received.

Easy to Use

Complaint Tracker has an easy-to-use screen that allows you to easily enter your complaint information. Much of the information is entered from drop-down lists or checkboxes that are filled when you customize the system and as you enter the data. In addition, Complaint Tracker automatically generates an easy-to-read summary of the complaint as you enter the data.

Complaint Tracker's complaint screen is designed for easy data entry and review.

Coming in 2003
Complaint Tracker Enterprise Edition that will allow you to aggregate and report data from multiple facilities, email reports, and much more!

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Powerful Reporting Capabilities

Complaint Tracker comes with several reports that you can use to analyze both responsiveness to complaints and the complaints themselves. Some of the reports contained within Complaint Tracker include measures of complaint volumes, an activity summary for all complaints, comparison of one set of complaints to another, and a measure of actual response versus your internal goals for response time. You can select a number of criteria that allow you to view any aspect of the complaints in your system.

Complaint Tracker allows you to easily create reports by selecting your own criteria.
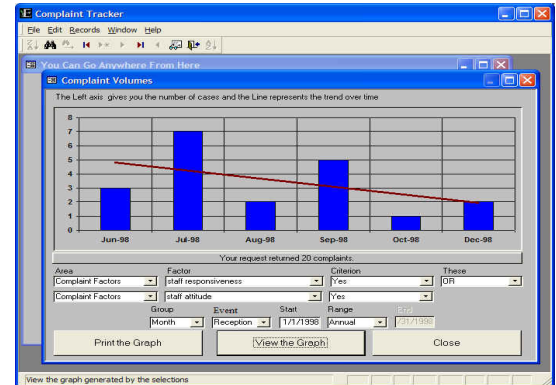
Customizable for Your Organization

Complaint Tracker is fully customizable to meet the needs of your organization. You determine the complaint factors that you will measure, the groups of people that may offer complaints, the manner in which the complaint reached your organization, and much more. This allows you to use Complaint Tracker to measure and report the data that is meaningful to you and your organization.

You can easily customize Complaint Tracker to meet the needs of your organization.
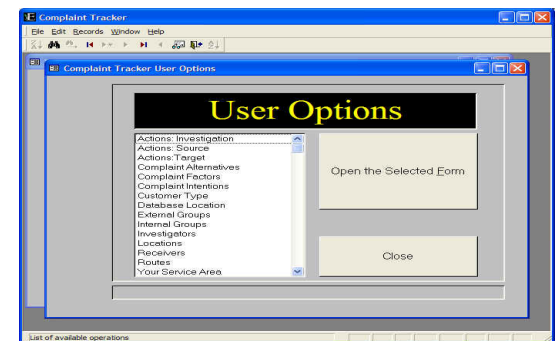
How Do You Get Started?

You can request a free thirty-day demonstration copy of Complaint Tracker by contacting Cynosure Software. The demonstration copy is a fully functional system that will allow you to enter, view, and analyze your own complaints and over seventy pre-configured complaints. This allows you to explore the many features of Complaint Tracker within minutes of installation.

About Cynosure Software

Cynosure Software is dedicated to providing quality improvement and risk management software systems. To this end, Cynosure Software has partnered with LTC Alliance, LLC, a consulting and service firm specializing in risk management for the healthcare industry. By partnering with LTC Alliance, Cynosure Software marries its technical skills with the best thinking in risk management and quality improvement to create easy-to-use tools to help organizations, both large and small.