

Upgrading the travel experiences with efficient complaints

Easing the Collinson user journey to improve complaints confidence

Collinson is a family-run, global business, dedicated to helping the world travel with ease and confidence.

Working with thousands of banks, airlines, hotels, and more, to deliver travel insurance and customer assistance, along with enhanced airport experiences to their customers.

Complaints Advantage

In 2015 Collinson were looking to replace their aged complaints system. Newly appointed Complaints Manager Rachel Stanbridge advised "the existing complaints management system was difficult for all involved."

"We chose Civica Complaints Management, a proven effective solution, easy to integrate, without needing to reinvent the whole process. While flexible enough to manage our highly complex case requirements".

Improved Efficiency

While the complaints process can be quite complex, key is having a guided system which can be relied on to advise the next stage ensuring nothing is missed.

The case status and audit trail gives Collinson the visibility to know what's going on and help stay on top of things.

The previously arduous challenge of corporate client reporting was revolutionised with comprehensive reporting at the touch of a button.

Complex Complaints

Due to their nature, our cases are quite complicated, likely to take a number of days or weeks.

Should the unfortunate occur, then managing hospitals, medical reports, and associated administration, can be extremely complicated and involve a large amount of sensitive information.

Key outcomes

- 1 Evolutionary - a flexible system for changing needs
- 2 Intuitive - guided case handling
- 3 Visibility - reporting for all stakeholders

Learn more:

civica.com/casemanagement

Contact email:

casemanagement@civica.co.uk

"It wasn't just big for us, it was big for the whole business. Enriching data for other business units, as well as audit reports for corporate clients and regulatory bodies"

Rachel Stanbridge
Customer Relations
Manager,
Collinson Group





Collinson is the global, privately-owned company dedicated to helping the world to travel with ease and confidence. We work with the world's leading payment networks, over 1,400 banks, 90 airlines and 20 hotel groups worldwide. We deliver market-leading airport lounge and travel experiences, loyalty and customer engagement, and insurance solutions for over 400 million end consumers.

Private ownership means we can focus on the values that are important to us. These drive everything we do and result in us acting with integrity and agility while making long-term investments and decisions.

Ombudsmen

One of the greatest challenges of operating globally, is the need for Collinson to deal with numerous regulators and their differing requirements, rules and enforcement:

- UK [FOS](#) – When there is a case escalation, we simply select the FOS option in Complaints Management and follow the guided workflow to create a case bundle.
- Ireland [FSPO](#) – similar to the UK, though differing time-scales and a two-stage mediation process, to attempt a favourable outcome for all.
- Italy [IVASS](#) - are very different in their acknowledgement timelines and summary resolution letters. Should you go outside their requirements there can be fines.
- German [BaFin](#) – align fairly well with an acknowledgement and fault letter approach, but differing timescales.

Tumultuous Journey

Rachel commented on the recent business changes “we currently receive about 60 incoming cases a week, managing about 300 cases at any one time”.

“Over the last three years it's been challenging to say the least – COVID initially resulted in hundreds of complaints each week, and juggling up to 1000 active cases at one point,” recalls Rachel. “Then as people were restricted from travelling, dropping off to zero complaints.”

As restrictions were lifted and people started travelling there were understandable glitches with the necessary changes, so Collinson were once again inundated.

Apparently there was a similar, but smaller, pattern in 2010 with the [Eyjafjallajökull ash cloud](#).

Having a system we could rely on like Civica Complaints Management is key, as is being able to respond to changing situations and capture pertinent information.

“Having a system that we can rely on, and develop to fit our requirements at any particular point, has worked really well. Case Management remains simple and intuitive for handlers to learn, yet provides extensive insight to act on.”

Rachel Stanbridge
Customer Relations
Manager,
Collinson Group

Cloud Migration

With the migration to Case Management, Collinson have simplified handler access management to its cases, optimised the process and gained an increased amount of actionable intelligence.

Attaching required documents to each case within the cloud-portal secures access to sensitive information. The ability to bundle cases for regulatory and ombudsman investigation has proven invaluable.

The case management system also allows reporting on our work done and cases managed into the wider business ‘data lake’ adding value for the whole Collinson group.

Learn more:

civica.com/casemanagement

Contact email:

casemanagement@civica.co.uk