

NHBC streamlines complaint handling for homeowners

Case Management automation saves time and supports process improvements

NHBC is the UK's leading independent provider of warranty and insurance for new homes with c.70-80 per cent market share. Around 1.5 million new homes are currently NHBC protected by NHBC Buildmark.

If a problem arises that's covered by the policy, the homeowner – whether a private individual, builder, management company, or housing association – can submit a claim to NHBC.

Better customer experience

As with any type of insurance claim, a claimant may be less than satisfied with the outcome or the way it was handled and may wish to make a complaint. "We wanted to significantly improve the complaint submission and handling process, to positively demonstrate to our customers our ability to both listen and support" says Shion Vassell, Procurement Business Partner at NHBC.

The Complaints team worked hard to make their process as efficient as possible and reduce manual steps but found their previous complaint-handling system was too cumbersome and inflexible to keep up.

Although the team was able to maintain service levels and ensure customers weren't impacted, team members were struggling under the workload. Between 30 and 50 complaints come in each week, and over 100 complaints are in progress at any time.

A future-proof solution

Having decided to look for a new complaints management system, NHBC determined their key requirements of "flexibility to keep up with a shifting market, and visibility to ensure that we have a clear understanding of where a complaint is, who is dealing with it, how are they dealing with it, and if there are any longer-term issues" says Shion.

- 1 24,000 records migrated
- 2 50% faster complaint setup with fewer steps
- 3 Produce, check and submit FCA return in hours

"We wanted a cloud-based complaint management solution with scope for future development, from a provider that understood our objectives and would work with us as a partner. Civica fitted the bill in all respects."

Shion Vassell,
Procurement Business
Partner, NHBC

Learn more:

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With its internal IT team working on other projects in parallel, NHBC had to ask Civica to alter the plan midway through the rollout. "The Civica team were flexible about rescheduling, reassuring us that our needs were front and centre at all times," says Matthew Davies, Consumer Affairs Manager and project lead.

"With a flexible software solution like Civica Case Management, you've got scope to adjust and adapt. A big part of why we chose Civica as a partner is that they can help us embrace change and keep enhancing the way we work."

Matthew Davies,
Consumer Affairs
Manager, NHBC

Shion agrees, adding: "Civica demonstrated a holistic long-term view of our partnership, rather than a short-term commercial view, which our Heads of Strategy & Change and Consumer Affairs appreciated."

Automation saves time

It didn't take long for the Complaints team to start experiencing the benefits of **Civica Case Management**. In particular, automation is making life easier by reducing manual interaction. Now, when a customer submits a complaint using the web form, it goes straight into the initial review queue, with relevant data extracted from NHBC's claims management system via an API.

"It used to take 15 steps and at least 10 minutes to set up a new complaint," recalls Matthew. "Now it's more like five steps in less than five minutes."

With **Civica Case Management** supporting a more efficient process, NHBC has implemented tighter internal SLAs. Now, for example, a new complaint is responded to within five days, rather than on a 'best efforts' basis. Regulated complaints must be handled within eight weeks: NHBC already manages them within 15 working days, and aims to bring that down to 10. "Case Management's calendar function helps us manage case files better and give customers regular updates," says Matthew.

If a complaint needs to go to the Financial Ombudsman Service, the case bundle can be created and sent from within **Civica Case Management**. The same capability streamlines NHBC's response to GDPR Subject Access Requests. **Civica Case Management** has also helped cut the time needed to automatically produce NHBC's Financial Conduct Authority return and thoroughly check it, from several days down to just hours.

Reporting for insights

Matthew describes **Civica Case Management**'s reporting as a significant improvement. Now he has ready insight into the team's workload by reporting on metrics like current volume of complaints, cases by age, and number of cases upheld.

"Metrics like these are key to any complaints system, but we weren't getting them before. With **Civica Case Management**, it's quick and easy to report on any data held in the system," says Matthew, "This allows us to identify any problems early on, avoiding any potential long-term issues."



"NHBC is the UK's leading independent provider of warranty and insurance for new homes. Our purpose is to build confidence in the construction quality of new homes by assessing, inspecting and directly insuring new homes registered with us. NHBC is a non-profit distributing organisation with no shareholders.

We use our unrivalled expertise, data and training services to support our registered customers to improve the construction quality of new homes and provide protection for the homeowners who purchase them."

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