Evaluation Report

Evaluation of Compliance with Requirements for the Centralized Complaint Management System

Introduction

This report evaluates the compliance of the Centralized Complaint Management System (CMS) with the specified requirements as outlined for LCB Finance PLC. The assessment is based on the User Acceptance Testing (UAT) and identifies discrepancies between the expected and actual system functionalities.

Non-Compliance with Requirements

The following requirements were not met:

1. Multiple Language Support **(Requirement 1.b)**
   - The system does not support multiple languages as required.

2. File Attachment Types **(Requirement 2.c)**
   - The system does not support attachment file types including JPG, PNG, XLSX, and DOCX.

3. Progress Tracking **(Requirement 3.b)**
   - The system does not provide a mechanism for users or management to track the progress of submitted complaints.

4. Classification and Prioritization Filters **(Requirements 3.d and 3.e)**
   - The system lacks functionality for filtering and prioritizing complaints based on service type or urgency.

5. Assignment and Escalation Procedures **(Requirements 4.a and 4.b)**
   - The system does not include escalation mechanisms or options for assigning complaints to higher management.

6. Communication Channels for Additional Information **(Requirement 5.a)**
   - There is no mechanism for users to provide additional information or receive updates on their complaints.

7. Documentation of Actions and Resolutions **(Requirement 5.c)**
    - The system does not include a section for recording actions taken and resolutions achieved for complaints.

8. Descriptive Reporting **(Requirement 5.d)**
    - The system does not generate descriptive reports on complaints and actions taken.

9. Detailed Reporting **(Requirement 6.a)**
    - The system lacks detailed reports such as branch-wise, service-type-wise, and monthly summaries of solved and unresolved complaints.

10. Customer Feedback Mechanism **(Requirement 7.a)**
    - The system does not include a mechanism for gathering customer feedback or assessing satisfaction.

Conclusion

The Centralized Complaint Management System currently does not fully meet the specified requirements. The identified issues need to be addressed to ensure that the system aligns with the outlined specifications.

Please find the previously provided list of requirements mentioned below.