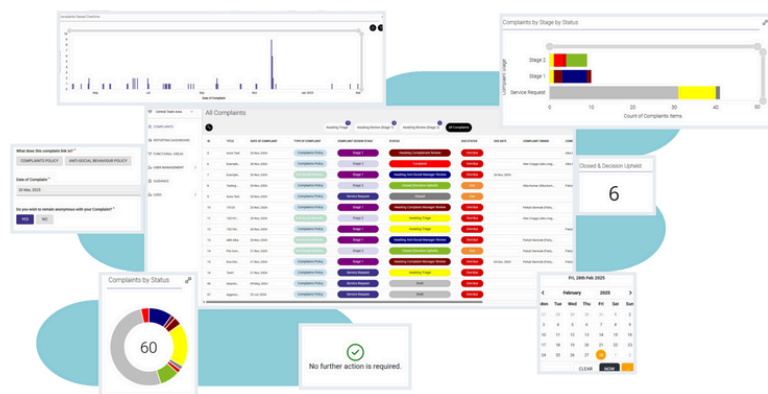


# Complaints Management Solution

## Manage your business' complaints easily and effectively

CoreStream GRC's Complaints Management solution goes beyond basic tracking; it transforms how your organization **handles, resolves, and reports complaints**.

Unlike rigid, one-size-fits-all systems, our solution is tailored to fit your unique business processes, ensuring a **structured yet flexible approach** to complaint management. With real-time collaboration, evidence collection, and a **centralized view** of compliance tasks across all locations, managers **gain full visibility and control**.



## Trusted by companies around the world



Deloitte.



pwc

FORTUNE  
500

UNIVERSITY OF  
CAMBRIDGE



## CoreStream GRC's Complaints Management solution includes:

Centralized complaint recording across the organization

Adaptability to existing processes and evolving needs

Automated tracking and clear responsibility assignment

Integration into existing risk management frameworks

Real-time reporting and streamlined resolution tracking

Robust data privacy controls

Data-driven insights for proactive issue management

Support for large-scale enterprise operations and specific departmental workflows

"The support we have received from day one has been second to none.

I have no regrets with choosing CoreStream for our GRC; the platform has **enabled a higher level of stakeholder buy-in due to its ease of use and reporting functionality.**"



**“Delivering on some of the most complex** third party risk, internal control, and risk management projects for major corporations.

CoreStream GRC’s platform is a powerhouse: agile, highly configurable, and capable of being tailored to an organization’s specific needs with minimal effort.”

Michael Rasmussen

GRC Analyst & Pundit at GRC 20/20 Research



## Complaints management solution designed for ease

CoreStream GRC’s Complaints Management solution empowers you to take charge, **transforming complaints into opportunities** for improvement while minimizing disruption. With real-time reporting, streamlined resolution tracking, and data-driven insights, you’ll **stay ahead of issues** before they escalate.

CoreStream GRC gives you full visibility and control over complaints across your entire organization, with the ability to drill down into specific departments or regions. Our platform **centralizes complaint recording, accelerates resolution, and streamlines reporting**, enabling you to maintain operational resilience. With automated tracking, clear responsibility assignment, and actionable insights, you’ll **reduce response times and enhance accountability**.

## Raise awareness, track progress and assign actions



## “Game changing GRC technology”



Rapid speed of deployment, so you’re up and running in weeks not months



Fully-featured, workflow-enabled action tracking available with flexible, customizable reporting



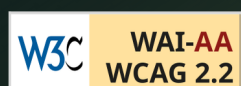
Reduction in uncertainty enabling an organization to focus on achieving its objectives and acting with integrity.

“The CoreStream system provides us with an amazing single source of truth—not just for what needs to be done, but also for what’s been completed. By capturing everything in one place, we can see all obligations, manipulate them, and report on them.

My mantra is: if in doubt, get it into CoreStream. You can never have too much information.”

**GWR** | Great Western Railway

oxiom  
corestream grc



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