



# **The first AI-powered complaints & correspondence co-pilot for the public sector**

Capture | Prevention | Triage  
Response drafting | Insight & improvement

# Introducing Octavia

Developed in partnership with the public sector, Octavia is a digital complaints and governance co-pilot designed to work alongside existing case management systems.

It is built on a simple principle: effective complaints handling depends on skilled human judgement, yet too much expertise and effort is currently wasted in repetitive, low-value work.

Octavia combines proactive complaint prevention, intelligent assistance and automation, and advanced insight to reduce workload while improving the citizen experience and organisational learning.

**Faster  
case resolution**

**Lower  
administrative  
costs**

**Fewer  
complaints**

**Better  
insight**

**Improved  
citizen  
satisfaction**

**Human  
In The Loop**

# Intelligent assistance, working alongside your existing complaints system

You can think of Octavia as an extra pair of hands that sits alongside your existing case management system, interpreting and triaging issues, drafting responses and informing decisions, with the case management system retaining ownership of records and outcomes.

## Octavia

**Makes sense** of unstructured content

**Distinguishes** complaints, service requests and out-of-scope issues

**Infers** classifications and generates summaries to help case preparation

**Drafts** compliant responses

**Surfaces** common themes and patterns across complaints

## Case management system

Holds formal complaint records

Runs configured workflows, timescales and escalation rules

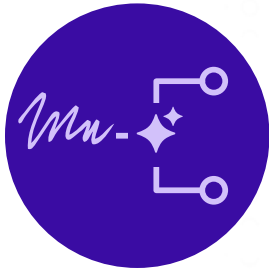
Stores decisions, correspondence and outcomes

Applies user roles and permissions

Produces basic reports and maintains the audit trail

# Practical, targeted AI support

Octavia assists complaints teams at key points across the case lifecycle, with human oversight throughout and the ability to automate when and where you choose.



## Handle unstructured input at scale

Turn free-text correspondence into structured cases to reduce manual effort.



## Prevent unnecessary complaints

Detect and deflect non-complaints in real time to minimise case volumes.



## Frictionless case triage

AI-driven classification, triage and case summaries ensure cases arrive “ready to work”



## Faster, compliant responses

Automated Code-aligned response drafting with human control at every stage.



## Smarter insight and improvement

AI-assisted insight surfaces patterns, themes and emerging risks.



# Make sense of unstructured demand

Complaints and other issues often arrive as unstructured text through emails, customer services contacts and members' enquiries. Octavia structures this content, identifies any gaps, and can automatically request clarification where needed, making it ready to be handled through the appropriate workflow.

**From:** alex.green@email.com  
**To:** customerservices@council.gov.uk  
**Subject:** Broken play equipment

Hi,  
I'm emailing because there's some broken play equipment in the park opposite us that is unsafe. One of the climbing frames has a bar that's loose with sharp bits sticking out

I noticed it at the weekend when I was there with my kids and frankly I'm surprised this has already been picked up because it looks like it's been like that for a while and someone is going to get hurt if it's not fixed.

Can you please get someone to take a look at it asap.  
Thanks  
Alex

**Date** 12/09/2026

**Customer** Alex Green

**Email** alex.green@email.com

**Ready for handling** No

## Clarification requested

Thank you for bringing this to our attention. To help us take action promptly, please confirm the name and location of the park.

**Status** Awaiting response

# Prevent unnecessary complaints

Many issues submitted as complaints are actually service requests, appeals or other queries that need to follow a different process. Octavia's AI-assisted conversational form detects and reroutes these in real time, reducing unnecessary complaint volumes.

## Detect › Deflect › Deter.

Octavia automatically detects when a citizen is making a service request or out-of-scope complaint and redirects them to the appropriate process.

You control how this works: choose a soft **deflect** to allow the citizen to continue with a complaint, or a hard **deter** that prevents submission.

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Tell me what your complaint is about and how you'd like us to put it right. \*

My grey bin wasn't emptied yesterday even though it was out at the usual place by 7am. Could someone arrange for it to be collected please? Everyone else on the street had their bin emptied as normal.

204 characters.

It sounds like you might want to:

[Report a missed bin collection](#)

[Continue](#)

# Remove upfront friction

Octavia removes friction at the start of a case, triaging issues to the appropriate service and handling workflow, and creating concise case summaries. This is particularly valuable as organisations experience increasing volumes of lengthy AI-assisted complaints.

Dear Sir or Madam,

I am writing to lodge a formal complaint about the way Freshwater Council handled William's Education, Health and Care Plan (EHCP) application and the subsequent delay in resolving this matter. It has taken several months to resolve this matter informally through our allocated SENDCO, and the situation has become untenable. The delay, lack of communication, and significant hardship to our family and, most importantly, to William has been a significant burden.

William is nine years old and currently attends Valley View Primary School. He has a diagnosis of Autism Spectrum Disorder (ASD) and sensory processing difficulties, both of which were identified in February 2024. His challenges primarily affect communication, emotional regulation, and social functioning.

In April 2024, following several meetings with the SENCO and the school, we requested an Education, Health and Care Needs Assessment (EHCP). This was agreed in April 2024, and I received an acknowledgement on 2 May 2024, stating that the assessment would be made within six weeks.

Unfortunately, that statutory timeline was not met. After chasing repeatedly, we only received the assessment on 12 July 2024, nearly 12 weeks after submission. While it confirms the need for support, the delay has caused significant disruption and placed a heavy burden on our family, with no clear timescale or named contact provided at that stage.

Between July and October 2024, communication from the Council was inconsistent and did not meet the statutory timeframe for the EHCP process (from request to final plan). The assessment phase ended without clear updates. Reports from the Educational Psychologist, Speech and Language Therapist, and Occupational Therapist were all delayed.

In particular, the Educational Psychology assessment – a critical component – was only carried out on 10 October 2024, nearly six months after the initial request. This delay was explained as being due to staff shortages and high demand across the county. While I understand the pressures the Council may face, the law is explicit: families should not bear the burden of these systemic issues.

✦ Reviewed by Octavia

**Service:** SEND

**Classification:** Complaint

## Summary:

- ✦ The complainant reports significant delays in their son's Education, Health and Care Plan (EHCP) process, with the assessment taking over nine months instead of the statutory 20 weeks.
- ✦ They state the final EHCP omits key recommendations from the school and therapists, lacking specificity on support needs and measurable outcomes.
- ✦ They describe deteriorating conditions for their son, including increased anxiety, school refusal and meltdowns, which they attribute to the lack of appropriate support.

# Coordinated, compliant response drafting

Octavia takes on the heavy lifting of complaint handling by coordinating case input and applying organisational templates and standards to create Code-compliant acknowledgements and responses that are ready for review and sign-off.

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Drafted by Octavia

Ready to review



**Subject:** Inadequate handling of child's EHCP application process

**Case Ref:** FWC917235

Dear Mr Johnson,

Thank you for getting in touch with us. We take complaints seriously, and we're sorry to hear that something isn't right.

We've summarised what you told us below.

## You told us you are unhappy about:

- Delays in processing your child's Education, Health and Care Plan (EHCP), taking over 9 months instead of the required 20 weeks
- Poor communication throughout the EHCP process with sporadic updates
- The final EHCP missing important recommendations from the school and therapists
- No meeting being arranged to discuss your feedback on the draft plan
- Lack of response to your requests for a review meeting or new case officer

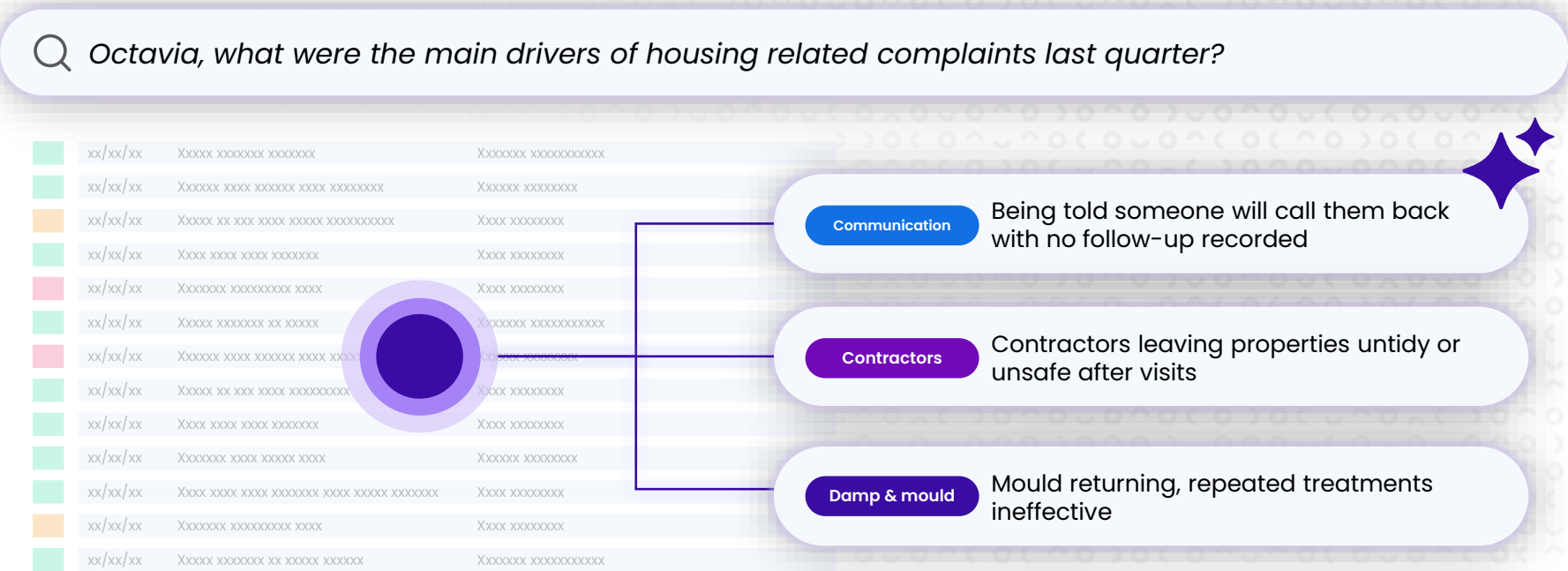
## You told us this has impacted you by:

- William's anxiety has increased, causing school refusal, meltdowns, and sleep problems
- The family has taken unpaid leave from work to attend meetings



# Turn complaints into learning

Octavia helps organisations see the big picture across complaints by enabling teams to explore common themes, recurring issues and emerging patterns using natural language questions.



# Features & Benefits

Control complaint demand at the point of entry

| What it is                                | What it does                                                                                                                                                             |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Intelligent unstructured demand ingestion | Interpret free-text emails from citizens, members and MPs, extracting intent, classifying issues and creating structured cases aligned to workflows.                     |
| AI-assisted smart forms                   | Guide citizens through complaint submission using conversational, accessible forms that detect intent, validate inputs and reduce incomplete or misdirected submissions. |
| Non-complaint detection and deflection    | Identify service requests, appeals and out-of-scope issues across forms and emails and redirect them to the correct process before they enter the complaints workflow.   |
| Automated data validation and completion  | Identify missing or unclear information and request clarification before a case is created, ensuring work arrives ready to handle.                                       |
| Configurable complaint definition rules   | Apply organisation-specific rules to define what constitutes a valid complaint and how different issues should be handled or routed.                                     |

Availability of individual features may vary depending on the integration capabilities of the existing case management system.

# Features & Benefits

Reduce manual effort and improve quality

| What it is                                   | What it does                                                                                                                                  |
|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| AI-assisted classification and triage        | Suggests categorisation and service area for accepted cases to reduce manual triage and support consistent handling.                          |
| Concise case summaries                       | Produces clear, structured summaries of long, complex or AI-generated correspondence to reduce reading time and support faster understanding. |
| Code-aligned response drafting               | Prepares compliant acknowledgements and stage responses aligned to statutory timescales, handling codes and local policies.                   |
| Context-aware handling co-pilot              | Support caseworkers by surfacing relevant guidance, prior cases and contextual information.                                                   |
| Configurable automation with human oversight | Full control of where automation is used, with human review in place where required.                                                          |

Availability of individual features may vary depending on the integration capabilities of the existing case management system.

# Features & Benefits

Deeper insight into complaint demand

| What it is                | What it does                                                                                     |
|---------------------------|--------------------------------------------------------------------------------------------------|
| Complaint theme analysis  | Analyse complaint narratives at scale to surface emerging themes, patterns and areas of concern. |
| Insight augmentation      | Complement existing dashboards and reporting with qualitative insight.                           |
| Natural language querying | Ask questions about complaint themes, trends and narratives in plain language                    |

Availability of individual features may vary depending on the integration capabilities of the existing case management system.

## Octavia AI design principles ✨

**Octavia is designed to reduce repetitive, low-value handling effort and improve insight in a safe and controlled way.**

All AI-assisted actions operate with human oversight and can be configured by case type or service area. Organisations control where automation is applied, what actions Octavia can take, and where human review is required. Decisions and recommendations are explainable, auditable and visible within the case record, ensuring accountability and compliance with public-sector governance requirements.



# **Service assurance**

Proven delivery, reliable support and long-term confidence

# Security, accessibility and integration

## Security, data protection and compliance

- Hosted in secure AWS cloud infrastructure within the UK, backed by our SLA
- AI processing carried out using AWS Bedrock
- ISO 27001-accredited information security management, Cyber Essentials Plus certified
- GDPR-compliant processing with clear data ownership and retention controls

## Accessibility and usability standards

Citizen-facing interfaces independently audited to WCAG 2.2 AA accessibility standards

## Integration

Octavia is designed to integrate with a wide range of public-sector case management systems. Integration is achieved using standard API interfaces, with the precise functionality determined by the capabilities of the target system and agreed integration scope.

# Onboarding and implementation

Typical onboarding is **4–8 weeks**, depending on the complexity of integrations and the scope of AI configuration.

A named Implementation Manager will work with your team to configure Octavia to your organisation's policies, processes and systems, focusing on:

- Integration with existing case management systems and inbound channels
- Configuration of AI rules and behaviours, including deflection, triage and automation
- Setup of organisational templates
- Configuration of policies, safeguards and human-in-the-loop controls
- User access, permissions and security
- Testing, training and go-live readiness

## Ongoing flexibility after go-live

There are no charges for configuration changes after go-live. AI behaviours can be adjusted as requirements evolve.

# Support and customer success

- Service desk support (phone and online) available 9am–5pm, Monday–Friday for operational queries.
- Quarterly service reviews to review performance, usage and new requirements
- Webinars and briefings covering platform updates, best-practice configuration and regulatory change



# Strategic outcomes

Octavia supports organisations to manage rising complaint demand more sustainably, improving efficiency, quality and compliance while maintaining control and assurance.



## **Reduced handling effort and cost**

Removing repetitive, low-value work at key stages of the complaints process reduces manual effort and administrative overhead.

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## **Capacity to manage rising demand**

Intelligent assistance and configurable automation enable teams to absorb increasing volumes without proportional increases in staffing or cost.

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## **Improved quality of responses**

Structured case preparation and draft responses help ensure complaints are addressed fully and clearly, in line with requirements.

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## **Improved public trust and compliance**

Clearer communication, predictable handling and fewer missed deadlines improve confidence and regulatory compliance.

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## **Better learning from complaints**

Surfacing recurring issues and emerging patterns across complaints support learning and service improvement.

# If you don't already have a case system you love, we do.

CaseTracker is a complete solution for managing regulated complaints and correspondence. Easy to set up and use, CaseTracker integrates seamlessly with Octavia to deliver end-to-end case management and the regulator-ready reporting needed to meet corporate and statutory requirements. Read the GovMetric CaseTracker Service Definition to learn more.



## **Compliance by design**

Deadlines, extensions, audit trails and escalation embedded directly into case workflows.



## **Efficient case handling**

Structured case input, automatic triage and clear ownership reduce handling effort and rework.



## **Clearer communications**

Consistent responses, secure messaging and timely updates support fair and transparent handling.



## **Regulator-ready reporting**

Live operational reporting and statutory and Ombudsman returns generated directly from case data.

# Why GovMetric?

**GovMetric builds software that solves real customer problems across public-sector automation, compliance and citizen experience.**

We've worked in the sector for over two decades, helping our customers to manage citizen-facing, regulated processes as they come under increasing demand and scrutiny. Spanning citizen feedback, complaints management and compliance automation, our products work together to improve efficiency, reduce risk and deliver better citizen outcomes.



## **GovMetric CX**

Citizen feedback  
and experience  
management



## **CaseTracker**

Complaints and  
correspondence  
management



## **Octavia**

AI-powered  
complaint  
handling



## **Nexa**

Automated  
document drafting  
for compliance



# What next?

If you're exploring ways to streamline complaints handling, you can visit our website to:

- Find more case studies from public-sector organisations
- Watch video testimonials from customers
- Learn about emerging trends in AI and public sector automation and compliance.
- Find upcoming webinars and events

When you're ready, get in touch for a conversation about how we can help.

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