DISTRICT SCOLAIRE FRANCOPHONE SUD

STRATEGIC SOLUTIONS FOR SCHOOL TRANSPORTATION COMPLAINT HANDLING

District Scolaire Francophone is the largest French-speaking school district in New Brunswick, Canada. It includes 38 schools with more than 16,300 students.

BUSINESS CHALLENGES

- **Outdated spreadsheet** methods for data collection
- **Difficulty reporting** efficiently to management
- **Slow responsiveness** to complaints
- **Drifting communications** with parents

THEY NEEDED A SYSTEM

TO STREAMLINE RESPONSE TIMES

DSFS struggled to keep up with the mountain of incoming requests.

TO UPDATE MANAGEMENT

They needed a more effective way of delivering up-to-date information.

TO COMMUNICATE WITH PARENTS

They wanted to maintain transparency as they reviewed requests and complaints.

ISSUETRAK'S SOLUTION

- **Curb repeat submissions** with Status Notifications via email
- Collect all **relevant** complaint information right away via Webforms
- **Reduce static** via Custom Fields in native French language
- **Custom** Record table to store student information

DSFS THINKS AHEAF=D

The District Scolaire Francophone Sud was able to shorten response times, transparently communicate with management, and streamline their complaint process for a better future.

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