



The Smarter Way to Manage Complaints

Kadince helps financial institutions save time, strengthen consumer relationships, and better manage complaints—all in one secure platform.



With Kadince, you can:

- Review, manage, and resolve complaints efficiently, ensuring every issue is tracked from intake to resolution
- Centralize all feedback and complaints in one streamlined system to simplify workflows and maintain accountability
- Identify trends and root causes to proactively improve processes and reduce repeat issues
- Map and geocode all complaints for deeper analysis and clearer reporting
- Build real-time dashboards and reports that give leadership/examiners instant visibility into your complaint data

Everything your team needs to manage complaints and other feedback securely, efficiently, and at scale.

-  Unlimited users and data storage
-  Ongoing customer support
-  Built-in reporting and audit tools
-  Enterprise-grade security and data privacy
-  Dedicated onboarding and training
-  Automatic updates and new features

Kadince delivers measurable results. On average, Kadince customers see:

38%

Time saved each week collecting and managing complaints

83%

Time saved each week collecting and managing compliments and suggestions

56%

Reduction in time spent preparing for audits and exams involving complaints

\$10,000+

Saved annually by using Kadince for complaint management

“Tracking our complaints via Kadince has truly been a game-changer for us. The platform is incredibly user-friendly and has streamlined our entire complaint management process. From the moment we started using Kadince, we noticed a significant improvement in how efficiently we could track, manage, and resolve complaints. The comprehensive reporting features have provided us with valuable insights, allowing us to address issues and trends promptly and effectively.”



Cassie Haynes
FL-based Credit Union



* Based on a Kadince Customer Usage Survey conducted in 2025