# Civil Claims & Complaint Management

The structured process from incident recording to dispute resolution (KA-MOD-010).



# Intake & Assessment

**Initial Review and Triage** 

- \*\*Incident Reporting:\*\* Log date, time, location, and parties involved.
- \*\*Jurisdictional Check:\*\* Determine if the claim falls within the necessary legal scope.
- \*\*Triage & Prioritization:\*\* Assign severity and complexity to the case.





# Investigation & Discovery

**Evidence Gathering and Fact-Finding** 

- \*\*Collect Evidence:\*\* Obtain documents, surveillance, statements, and expert reports.
- \*\*Due Diligence:\*\* Interview witnesses and involved parties (deposition phase).
- \*\*Damage Calculation:\*\* Quantify all financial and non-financial losses.



# Resolution & Closure

**Final Outcome Determination** 

- \*\*Negotiation/Mediation:\*\* Attempt to reach a settlement outside of litigation.
- \*\*Litigation (if needed):\*\* Proceed to trial for a judicial decision.
- \*\*Final Archiving:\*\* Document resolution details, payments, and lessons learned.



## **Key Control Points in Claim Management**



#### **Statute of Limitations**

Crucial deadlines exist for filing claims. Missing the deadline permanently bars the claim. Tracking this is the \*\*single most critical administrative function.\*\*



## **Documentation Integrity**

All evidence, correspondence, and internal notes must be tracked, time-stamped, and preserved to ensure the chain of custody and credibility.



## **Mitigation of Damages**

The claimant has a duty to take reasonable steps to minimize their loss after the incident. Failure to mitigate can reduce the final award.



## **Reserve Setting**

Setting a realistic financial reserve (estimated payout) early in the process is essential for financial reporting and risk management.