Client Complaint Screen
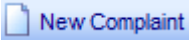
Updated on August 2016

Home > Client Management (Search Client) > Complaint

Business Purpose:

The **Client Management – Complaint** page displays a tabular listing of the client's complaint history records for both service and bed programs.

How to:

1. For each client complaint history record, the **Complaint ID**, **First Name**, **Last Name**, **Created Date**, and **Status** are displayed.

2. All column headings are clickable and will execute a sort alternating between ascending and descending based upon the column heading. (For example, when you click on the **Created date**, the history records are then sorted in ascending order, the record with the oldest complaint created date first.)

3. Clicking on the Complaint ID will drill down into that individual complaint's detail screen.

4. A new complaint can also be started by clicking on the action button.

Important Notes:

1. The total number of records is shown at the top and bottom of every page.