Program Complaints List Screen

Updated on May 2017

Home > Program Management > Complaints

Business Purpose:

The Program Management Complaints page displays a tabular listing of the Complaints recorded for a specific period.

How to:

1. A search can be performed by filtering the Program's complaints records by selecting the **Date Complaint Recorded From** and date recorded **To**. Another search criteria is the **Source** of the complaint. The last criteria is the **Complaint Status** of the complaint. For dates, click on the icons. For all other fields, click on the dropdown ⁻ arrows.

2. A displayed Record per page dropdown is available at the upper top right corner of the **Complaints** tab. If the number of complaints is larger than the lowest value on the dropdown list (that minimum default is currently set at 20)

3. For each complaint record, the **Complaint Id**, **Client Id**, **Client Name, Entered By** (staff/user), **Status, Satisfied with Outcome?, Date Entered** and **Date Completed** are displayed. The Complaint Ids and Client Ids are clickable in order to drill down to the Client Management - Complaints and Client Management – Summary screens respectively.

4. Each of the 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 **Date Entered**, the complaint records are then sorted in ascending order, with the oldest **Date Entered** of the complaint at the top of the list.)

Important Notes:

1. The total number of records are shown at the top & bottom of every page.

2. Page selection are available also if there are more than one page of records.

3. Complaint **Status** can either be blank(default) which includes all, Completed or In Progress.