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## Client Complaint (Edit) Screen

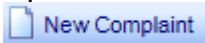
Updated on February 2024


[Home](#) > [Client Management \(Search Client\)](#) > [Complaint](#) > [New Complaint/Update](#)

### Business Purpose:

The **Client Management – Complaints** page allows the user to create a new or update an existing incomplete Complaint record.

### How to:

1. To create a new Complaint record, from the Client Management – Complaint (list) page, click the  **New Complaint** action button to go to a new Client Complaint detail page.
2. To update/view an existing Complaint, from the Client Management – Complaint (list) page, click on the **Complaint ID**.
3. In the **Complainant** tab, from dropdowns, select the Source\* of the Complaint and the Method of Contact\*. Also enter the mandatory First Name\* and Last Name\* of the complainant, and the Program\* for which the complaint is being registered.
4. In the **Complaint Details** tab. The user must either select one OR two options:
  - Using check boxes, indicate whether the 'Complaint is related to the Toronto Shelter Standards? \*' If yes, check off all standards that apply.
  - Using check boxes, indicate whether the 'Complaint is related to the Toronto Shelter Standards? \*' If yes, check off all standards that apply.
5. In the **Description of Complaint/Narrative\*** tab, enter a detailed description or narrative of the Complaint (up to 1500 characters maximum). After saving the complaint, you can add additional or update a new description of the complaint by clicking the 'Update Description/Description' button.
6. In the **Description of Investigation Activities\*** tab, enter a detailed description of the investigation activity (up to 1500 characters maximum).
7. In the **Outcome** tab:
  - Enter outstanding service system issues in the free text tab (up to 1500 characters maximum).

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- Answer the following questions:
    - Was the complaint satisfied with the outcome? \*
    - Was Toronto Shelter Standards breached? \*
    - Was the 24-Hours Respite Site Standards Breached? \*
  - Complaint Status will indicate the default status of your complaint:
    - In Progress
    - Completed
      - ✓ 'Date Completed' \* field will be display.
8. In the Edit/Review/Approval tab.
- Select type:
    - If the complaint is new 'Creator' type should be selected.
    - If you need to update the complaint 'Editor', Reviewer', Approver' types will be offered to select.
  - Enter Job Title
9. Click  Save to save the Complaint record.

### Important Notes: