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## Client Complaint History Log Screen

*Created in February 2024*

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### Business Purpose:

The **Complaint History Log** page displays a record of all changes made to the editable fields in the 'Client Management Complaints' module, including changes made by you or other users at the program.

### How to:

1. On the **Complaint History Log** page. There are three buttons on the page:
  - Clicking the '**Back to Complaint Record**' button will take you back to the Client Management Complaints page.
  - Clicking the '**Refresh**' button will refresh the Complaint History Log page with a new history record if available.
  - Clicking the '**Help**' button will open a PDF document with description of a Complaint History Log page.
  - Clicking the '**Search**' button will display search results information based on what was entered into the search bar.
    - Clicking the '**Reset**' button – will clear previous search results.
2. You can also choose the number of records to display per page from a Search drop-down list, from twelve to All rows.
3. On the 'Complaint History Log' page there are several columns are displayed: **No, Field Name, Old Value, New Value, Date of Change, Changed By User**.
4. 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 '**Date Of Change**', the records are then sorted in ascending order, the record with the oldest signature date will appear first.)
5. 'Page numbers' are displayed at the bottom of the page. Clicking a page number or arrow will take you to the next or previous page.

### Important Notes: