
Client Complaint (Edit) Screen

Updated on February 2017

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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, 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.
6. In the **Outcome** tab, enter most current status of the complaint for the complainant, and answer if the Toronto Shelter Standards was actually breached and specify outstanding service system issues (up to 4000 characters maximum). Also, enter date completed, all review by & review dates and update the time spent on the complaint.
7. Click  **Save** to save the Complaint record.

Important Notes:

1. Once the Complaint Status is set to Completed, the record will become view only.