Client Complaint History Log Screen

Created in November 2024

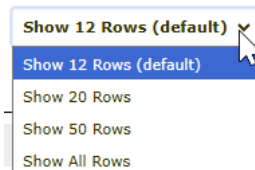**Home > Client Management (Search Client) > Complaint >** Complaint History Log

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' screen. There are a few buttons on the page:
   - Clicking on the 'Back to Complaint Record' button will take a user back to the 'Client Management – Complaint Record' screen.
   - Clicking on the 'Help' button will redirect the user to an offline webpage where a PDF document with description of a complaint history help guide will open.
   - Clicking on the 'Excel' button will export the 'Complaint History Logs' records to excel.
   - Clicking on the 'Refresh' button will refresh the 'Complaint History Log' page with new history records if available.
   - Clicking on the 'Search' button will display search results information.
   - Clicking on the 'Reset' button will clear previously entered search results.

Show 12 Rows (default) ∨
Show 12 Rows (default)
Show 20 Rows
Show 50 Rows
Show All Rows
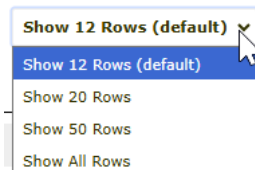
2. Clicking on the [dropdown] will open a drop-down menu.

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 on the page arrows or numbers will navigate the user through the pages.

Important Notes:

1. Clicking on the 'Info' button will expand and collapse the outcome log records once saved.
2. Clicking on the page arrows or numbers will navigate the user through the pages.