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## Client Complaint Screen

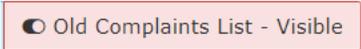
Updated in November 2024

[Home](#) > [Client Management \(Search Client\)](#) > [Complaint List](#)

### Business Purpose:

The '**Client Management – Complaint List**' page displays a tabular listing of the client's complaint history records for both service and bed programs.

### How to:

1. Clicking on the  button returns the user to the client search screen.
2. Clicking on the  action button initiates a new complaint window.
3. Clicking on the  button redirects the user to an offline webpage where a PDF document with a description of a complaint help guide.
4. Clicking on the  button turns on/off old complaints list visibility.
5. There is a '[Client Details](#)' section, where the client's identifiers can be found.
6. '[New Complaint List](#)' section:
  - For each client complaint history record, a table with the following column names are displayed: '[Complaint ID](#)', '[First Name](#)', '[Last Name](#)', '[Created Date](#)', '[Complaint Status](#)', '[Last Updated On](#)', '[Last Updated By](#)' and '[Date Approved](#)'.
  - 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 '[Created Date](#)', the history records are then sorted in ascending order, the record with the oldest complaint created date first.
  - Clicking on the '[Complaint ID](#)' will drill down into that individual complaint's detail screen.

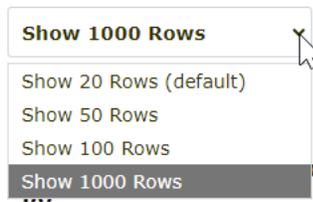


- Clicking on the  opens a drop-down menu.
- Clicking on the  button exports the new complaint list to Excel.

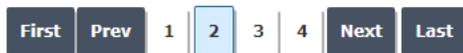
#### 7. 'Old Complaint List' section:

- For each client complaint history record, a table with the following column names are displayed: '*Complaint ID*', '*First Name*', '*Last Name*', '*Created Date*', '*Complaint Status*', '*Last Updated On*', '*Last Updated By*' and '*Date Approved*'.
- 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 '*Created Date*', the history records are then sorted in ascending order, the record with the oldest complaint created date first.
- Clicking on the '*Complaint ID*' will drill down into that individual complaint's detail screen.



- Clicking on the  opens a drop-down menu.
- Clicking on the  button exports the old complaint list to Excel.

#### 8. Clicking on the following buttons, arrows, or page numbers



will navigate the user through the pages.

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## Important Notes:

1. The total number of records are shown at the top and bottom of every page in the: 'New Complaint List' and 'Old Complaint List' sections.
2. Complaint statuses:
  - a. *In Progress*
  - b. *Investigation in Progress*
  - c. *Investigation Completed*
  - d. *Client informed of Resolution*
  - e. *Complaint Resolved and Pending Approval*
  - f. *Complaint Resolved and Approved*
  - g. *Completed*
3. Clicking on the 'Info' button expands/collapses the information box.