

## SMIS Complaints Module Quick Reference Guide: Complaint Investigation

### Purpose

This document will outline the steps to record investigation activities in a complaint that has been recorded in the SMIS Complaint Module.

### Audience

All SMIS users with the following **SMIS roles** can input Complaint Investigation details in the SMIS Complaint Module:

- Intake Worker (IW)
  - Example:
- Case Worker (CW)
  - Example:
- Supervisor (SUP)
  - Example:
- Manager / Executive Director (MRG)
  - Example:

### Prerequisite Step(s)

To begin documenting the investigation of a complaint in the SMIS Complaint Module, there must be an existing record of the complaint in the module in which a user has entered the complaint description/narrative. The complaint status will appear under the **New Complaints List** as “In Progress”

### Step 1: Find the Relevant Complaint in SMIS

Complaints recorded in SMIS can be found at both the program level and client level. From either the program level or client level, use the navigator to select “Complaints”. Under the **New Complaints List**, locate the complaint that you would like to begin the investigation for. If you are unsure which complaint in the list you are looking for, select the **Complaint ID** to view the complaint description/narrative.

### Step 2: Complaint Details

While the complaint is listed as “In Progress” under the **Complaint Status** column, you must record if the complaint is related to the Toronto Shelter or Respite Standards. If so, you can select up to five (5) categories of the standards the complaint is related to. The set of standards that appears in the list (shelter or respite) is determined by your SMIS program.

The screenshot shows the 'Complaint Details' form. At the top, there is a tab labeled 'Complaint Details'. Below it, the section 'Toronto Shelter Standards\*' is active, with an 'Info' icon. There are two radio button options:
 

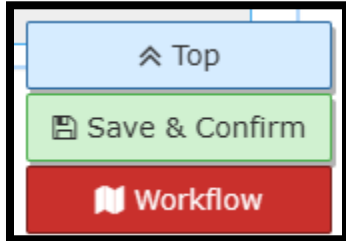
- Complaint is related to Toronto Shelter Standards
- Complaint is NOT related to Toronto Shelter Standards

 Under the first option, there are two dropdown menus, both currently showing 'Nothing selected'.

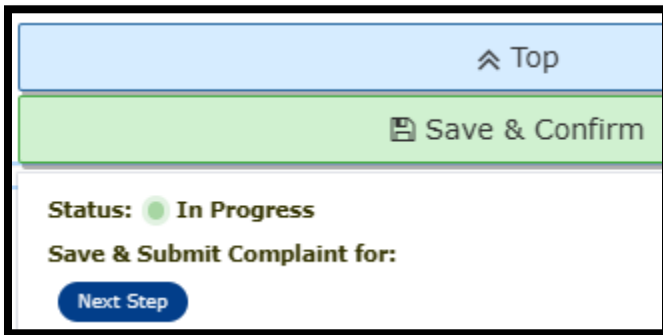
### Step 3: Workflow Advance #1

**NOTE:** This step is only available for SMIS users with the Supervisor (SUP) or Manager / Executive Director (MGR) role

After you have selected if the complaint is related to standards, navigate to the bottom of the page to find the red **Workflow** button.

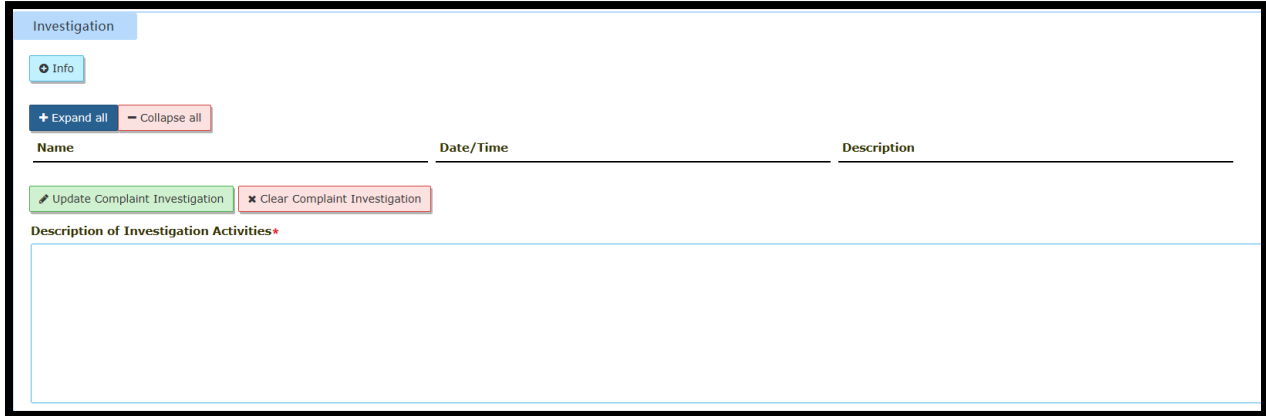


Click on the red **Workflow** button to expand the menu and click on the blue **Next Step** button to advance the complaint to the investigation phase. Once this step is complete, the complaint will appear in the **New Complaint List** as “Investigation in Progress” under the **Complaint Status** column.

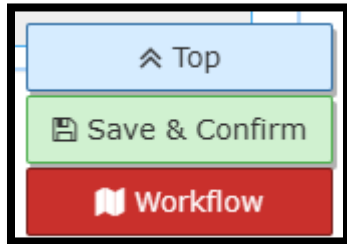


### Step 4: Complaint Investigation Details

Once a complaint status appears as “Investigation in Progress”, all users are able to add a **Description of Investigation Activities** in the open textbox under the **Investigation** heading on the complaint page, as shown below.



This textbox can be completed and saved multiple times if necessary. After you have completed an entry in the textbook, all users can save the entry by navigating to the **Save** button at the bottom of the page. Click the green **Save and Confirm** button to save and update the complaint with the investigation activities you recorded.



The module will automatically record the Name of the user, Date/Time of the entry, and a copy of what was entered after each entry is saved.

### Step 5: Workflow Advance #2

**NOTE:** This step is only available for SMIS users with the Supervisor (SUP) or Manager / Executive Director (MGR) role

Once a user has completed and entered all investigation activities, navigate to the **Workflow** button at the bottom of the page and click on **Next Step** to move the complaint to the next stage (Outcome and Complaint Resolution).

