

SMIS Complaints Module Quick Reference Guide: Complaint Resolution

Purpose

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

Audience

All SMIS users with the following **SMIS roles** can input complaint resolution 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)

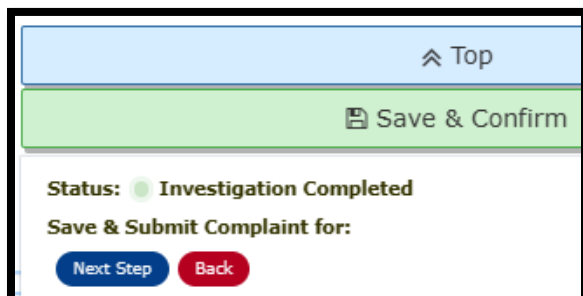
To begin documenting the resolution of a complaint in the SMIS Complaint Module, there must be an existing record of the complaint in the module in which a user has entered the complaint description/narrative. Additionally, all investigation activities related to the complaint must be complete and documented in the SMIS Complaint Module. The complaint status will appear under the **New Complaints List** as “Investigation Completed”

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 complete 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: Workflow Advance #1

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



After advancing the workflow forward by clicking “Next Step”, the complaint status will change from **Investigation Completed** to **Client Informed of Resolution**.

Step 3: Outcome

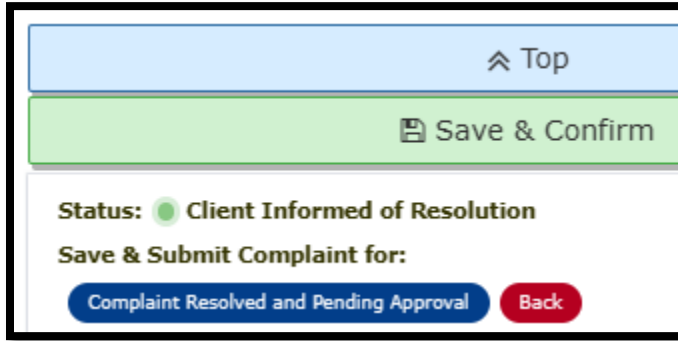
When the complaint has been advanced to **Client Informed of Resolution**, the **Outcome** section of the complaint will appear. The Outcome section consists of three parts:

1. **Description of Complaint Resolution:** An open text field where the SMIS user can add a brief description of the investigation process, the outcome communicated to the complainant, and whether or not they were satisfied with the outcome. This part of the Outcome section can be completed multiple times, if necessary.
2. **Was the complainant satisfied with the outcome:** A dropdown selection to indicate if the complainant was satisfied with the outcome that was presented to them.
3. **Toronto Shelter/Respite Standards Breached:** A radio button selection where the SMIS user indicates if the relevant set of standards (shelter or respite) were breached by the provider. If the user selects that the standards were breached, an additional dropdown will appear and up to five (5) standards sections can be selected.

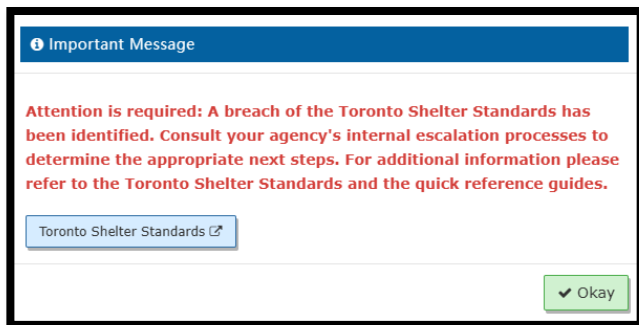
Step 4: Workflow Advance #2

After the Outcome section of the complaint is completed, the complaint can be resolved in the module using the workflow function by clicking “Complaint Resolved and Pending Approval”

NOTE: This step is only available for SMIS users with the Supervisor (SUP) or Manager / Executive Director (MGR) role. SMIS users with the Intake Worker (IW) or Case Worker (CW) can use the green **Save and Confirm** button to save the inputted information at this stage.



If a section of standards was identified as being breached in the **Outcome** section, a popup will appear on the user's screen as shown below:



After advancing the workflow, the complaint status appears as **Complaint Resolved and Pending Approval**.