

## SMIS Complaints Module Quick Reference Guide: Complaint Approval

### Purpose

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

### Audience

Only SMIS users with the following **SMIS roles** can approve a complaint in the SMIS Complaint Module:

- Supervisor (SUP)
  - Example:
  - **Note: SMIS Supervisors can only approve complaints that were created by another SMIS user**
- Manager / Executive Director (MRG)
  - Example:

### Prerequisite Step(s)

To approve a complaint in the SMIS Complaint Module, there must be an existing record of the complaint in the module in which all previous steps have been completed. This includes complaint description, investigation, and outcome details. The complaint status will appear under the **New Complaints List** as “Complaint Resolved and Pending Approval”

### Final Approval

After the details of the complaint have been reviewed in the SMIS Complaint Module by the site designate (e.g., site complaints lead), the complaint can be approved.

While reviewing the complaint details, the approver can navigate **backwards** in the complaint workflow to add any additional information to the various steps in the complaint module, if necessary (except for the complaint description/narrative). This is done by clicking on the red **Workflow** button, then on the red **Back** button, as shown in the screenshot below. If the complaint is moved backward, the approver can then move the complaint **forward** using the workflow function to navigate back to the final approval stage.

To approve a complaint, click on the blue **Complaint Resolved and Approved** button, as shown in the screenshot below. The complaint will now appear under the New Complaints List as “**Complaint Resolved and Approved**”, along with the Date Approved in the final column of the list.

**Note:** Once a complaint is approved, it cannot be edited or re-opened. If the same complaint is received from another channel (i.e., email received from mayor’s office), a new complaint must be created.

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📄 Save & Confirm

**⚠ Complaint Workflow Approval Warning!**

If this complaint is being saved upon the final Approval, then it will be read only and no longer be updatable.

Status:  Complaint Resolved and Pending Approval

Save & Submit Complaint for:

Complaint Resolved & Approved  Back

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Updated by Joseph, w

📖 Workflow