

## SMIS Complaints Module Quick Reference Guide: Monitoring Site Complaints

### Purpose

This document outlines how shelter staff can monitor existing complaints in SMIS to ensure accurate documentation, timely resolution, and analyze trends.

### Audience

All SMIS users with the following **SMIS roles** can view complaints in the SMIS Complaint Module:

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

### Monitoring Complaints

There are two ways to monitor existing complaints in SMIS, as outlined below.

\*\*Note: Any client information shown in this document is test data in the SMIS training environment and does not represent the personal data of any identifiable person(s).

#### *Method 1: Program Dashboard*

From the Navigator menu, select **Dashboard**.



From the Dashboard page, scroll down to find the **Complaints** heading that displays the number of active complaints in your program categorized by timeframe of days open.

Complaints	
New Complaints Past 30 Days	1
New Complaints This Calendar Month	1
Open Complaints (<30 Days Old)	1
Open Complaints (30 - 60 Days Old)	0
Open Complaints (>60 Days Old)	43

### Method 2: Complaint Module

By selecting the **Complaint Module** from the Navigator Menu, you can view all complaints in your program. You can apply several filter and sorting options on this page to view a smaller list of complaints. These options include:

- Date filter
- Complaint source filter
- Complaint status filter
- Sort by Column Name
  - Clicking on a column name will sort the complaints in ascending or descending order. For example, clicking on **Last Updated On** column will sort complaints in descending order based on when they were last updated. Clicking on the same column again will change the sort order to ascending.

Users can also increase the number of records per page from the default of 20 by using the dropdown menu located above the **Date Approved** column.

Date Complaint Recorded From  To   
 Source   
 Complaint Status

New Complaints List

27 records found, displaying 1 to 20. [First/Prev] 1, 2 [Next/Last] Record per page

Complaint Id	Client Id	Client Name	Created Date	Complaint Status	Last Updated On	Last Updated By	Date Approved
33945	12357	Wood, Kennethasdhappy	2024/09/16 11:01:59 AM	Complaint Resolved and Approved	2025/12/01 01:41:30 PM	wkhzfcpc, Tyler	2025/12/01 01:41:30 PM
33949	434809	Adams, Aaron	2024/09/20 01:10:37 PM	Complaint Resolved and Approved	2024/09/20 01:13:59 PM	wkhzfcpc, Tyler	2024/09/20 01:13:59 PM
33950	434809	Adams, Aaron	2024/09/20 01:15:05 PM	Complaint Resolved and Pending Approval	2024/09/20 01:16:34 PM	wkhzfcpc, Tyler	
33965	108439	Richardson, Christine	2024/09/25 09:18:09 AM	Complaint Resolved and Approved	2024/09/25 09:24:14 AM	HelloTesting, Arneil	2024/09/25 09:24:14 AM
33971	12357	Wood, Kennethasdhappy	2024/09/25 01:48:04 PM	Complaint Resolved and Approved	2025/07/08 02:34:10 PM	SSI, Qing	2025/07/08 02:34:10 PM
33974	729333	SingleBNL, SingleBEDTestBNL	2024/09/25 01:58:16 PM	Client Informed of Resolution	2025/11/06 11:05:47 AM	wkhzfcpc, Tyler	
34056	729171	Abdi, Hassan	2024/11/27 11:41:45 AM	Complaint Resolved and Approved	2024/11/27 11:43:01 AM	Su, Tony	2024/11/27 11:43:01 AM
34057	12357	Wood, Kennethasdhappy	2024/11/29 01:39:44 PM	Complaint Resolved and Approved	2024/11/29 01:44:05 PM	sakdjsakdad, UP	2024/11/29 01:44:05 PM
34058	12357	Wood, Kennethasdhappy	2024/11/29 01:46:07 PM	Client Informed of Resolution	2025/11/27 03:46:25 PM	wkhzfcpc, Tyler	
34059	12357	Wood, Kennethasdhappy	2024/11/29 01:47:39 PM	Client Informed of Resolution	2025/01/08 02:27:06 PM	sakdjsakdad, UP	
34060	12357	Wood, Kennethasdhappy	2024/11/29 01:51:48 PM	In Progress	2025/02/06 11:20:32 AM	sakdjsakdad, UP	
34076	729744	ApplyHeadButtonFam, TestingApplyHead	2025/01/27 10:17:39 AM	Client Informed of Resolution	2025/01/27 10:22:37 AM	sakdjsakdad, UP	
34077	729744	ApplyHeadButtonFam, TestingApplyHead	2025/01/27 12:17:59 PM	Investigation in Progress	2025/11/27 02:47:58 PM	wkhzfcpc, Tyler	
34090	12357	Wood, Kennethasdhappy	2025/02/06 12:09:27 PM	In Progress	2025/02/06 12:09:27 PM	sakdjsakdad, UP	
34096	729744	ApplyHeadButtonFam, TestingApplyHead	2025/04/15 01:33:16 PM	Investigation in Progress	2025/09/19 08:41:33 AM	wkhzfcpc, Tyler	
34097	12357	Wood, Kennethasdhappy	2025/04/16 08:10:06 AM	In Progress	2025/04/16 08:10:06 AM	sakdjsakdad, UP	
34116	12357	Wood, Kennethasdhappy	2025/04/22 11:30:18 AM	Complaint Resolved and Approved	2025/04/22 11:53:21 AM	sakdjsakdad, UP	2025/04/22 11:53:21 AM
34157	12357	Wood, Kennethasdhappy	2025/06/09 09:06:01 AM	Client Informed of Resolution	2025/10/21 09:03:13 AM	sakdjsakdad, UP	
34158	12357	Wood, Kennethasdhappy	2025/06/11 02:57:33 PM	Complaint Resolved and Approved	2025/07/22 03:38:56 PM	wkhzfcpc, Tyler	2025/07/22 03:38:56 PM
34159	729333	SingleBNL, SingleBEDTestBNL	2025/06/12 11:06:20 AM	Complaint Resolved and Approved	2025/07/15 10:18:47 AM	wkhzfcpc, Tyler	2025/07/15 10:18:47 AM

By applying these various filter and sorting options, shelters can easily view complaints that require immediate action.