

Complaints Register (RCR) Management Functions

Introduction

The complaints register is designed to be an easy to use system for staff while providing management with tools to oversee, manage and report on complaints received by the organization.

The system manages complaints by ensuring that staff set follow-ups, and that management can see if there are any follow-up that has not had further action taken. RCS uses Microsoft Outlook to store reminders, and generate emails where required.

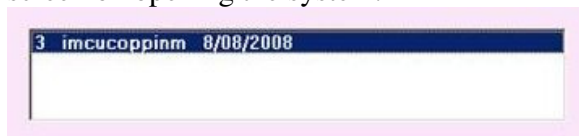
This document specifies the Management of the system - see the Staff Operation Document for basic operation of the system.

Note: Microsoft Access 2000 or later is required for Report Access.

System Alerts

If a person designated as a Manager opens RCR, it checks the database to determine if there are any complaints in the system that have had a reminder (follow-up) set which is past the reminder, but there has been no later reminder set. Basically, this means that the complaint should have had further action but this has not happened.

Any such items are automatically shown in the list box on the right hand side of the screen on opening the system.



Clicking on an item in the list will bring up details of the complaint concerned, so the manager can easily see the current status of the complaint, and contact the relevant person and direct them to take action.

IMCU DeskTop - Citrix Presentation Server Client
 Complaints System - Current User is Rob Horton

Enter a New Complaint | **View Update or Close Complaint**

Member No: 23930 | Last Name: THOMAS | First Name or Initials: JENNIFER

Date Received - Amend If Required: 7/08/2008 | Area of Complaint: Z - Other | How Complaint was Received: Phone

Details of the Complaint

MBR PH WANTING TO KNOW WHEN LOAN WOULD BE PAID OUT, AND ADVISED IT WOULDN'T BE PAID AS PER CONTRACT DATE. MBR WANTED TO KNOW IF ANY PENALTIES APPLY. I CLARIFIED IF ANY PENALTIES APPLY WITH THE LOANS DEPT. AND ADVISED MBR NONE WILL APPLY TO HER. I MENTIONED TO MBR THAT THE LOAN REPAYMENTS FROM PAYROLL THAT

Type Of Action Taken: [Dropdown]

Notes of Action Taken: [Text Area]

Follow Up Date: **Aug 2008** | Aug | 2008

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Update the Database | **Exit (Choo! Off)** | **Reports** | **Print Details of Complaint**

3 imcucoppinm 8/08/2008

7/08/2008 11:31:47 AM Referred to Other Staff imcucoppinm
 PL NO PENALTY EXPLAINED TO MBR.
 Email Sent To: shane mcdermott
 Follow Up: 8/08/2008

start | IMCU DeskTop - Citri... | 11:02 AM

Management Buttons

There are two buttons on the bottom of the screen that are available to Management Staff that are not available to other operators.



Clicking the **Print Details of Complaint** causes Microsoft Word to open and display all details and history of the specific complaint concerned.

COMPLAINT DETAILS

Member: 23930 Member: JENNIFER THOMAS

Date Received: 7/08/2008 Area of Complaint: Z - Other Received via: Phone

INITIAL COMPLAINT DETAIL

MBR PH WANTING TO KNOW WHEN LOAN WOULD BE PAID OUT, AND ADVISED IT WOULDN'T BE PAID AS PER CONTRACT DATE. MBR WANTED TO KNOW IF ANY PENALTIES APPLY. I CLARIFIED IF ANY PENALTIES APPLY WITH THE LOANS DEPT. AND ADVISED MBR NONE WILL APPLY TO HER. I MENTIONED TO MBR THAT THE LOAN REPAYMENTS FROM PAYROLL THAT ARE RECEIVED WILL TAKE AT LEAST 3 MORE REPAYMENTS FOR LOAN TO BE PAID OUT. MBR BECAME IRATE, AS I EXPLAINED THAT THE HISTORY OF THE LOAN HAD CHANGED DUE TO PREVIOUS ARREARS AND REDRAWS. MBR ARGUED AND SAID "HAT WAS HER MONEY", I THEN REFERRED THE CALLER TO SHANE, AS I FELT THAT MBR WASN'T WILLING TO BE HELPED BY MYSELF.

HISTORY DETAIL

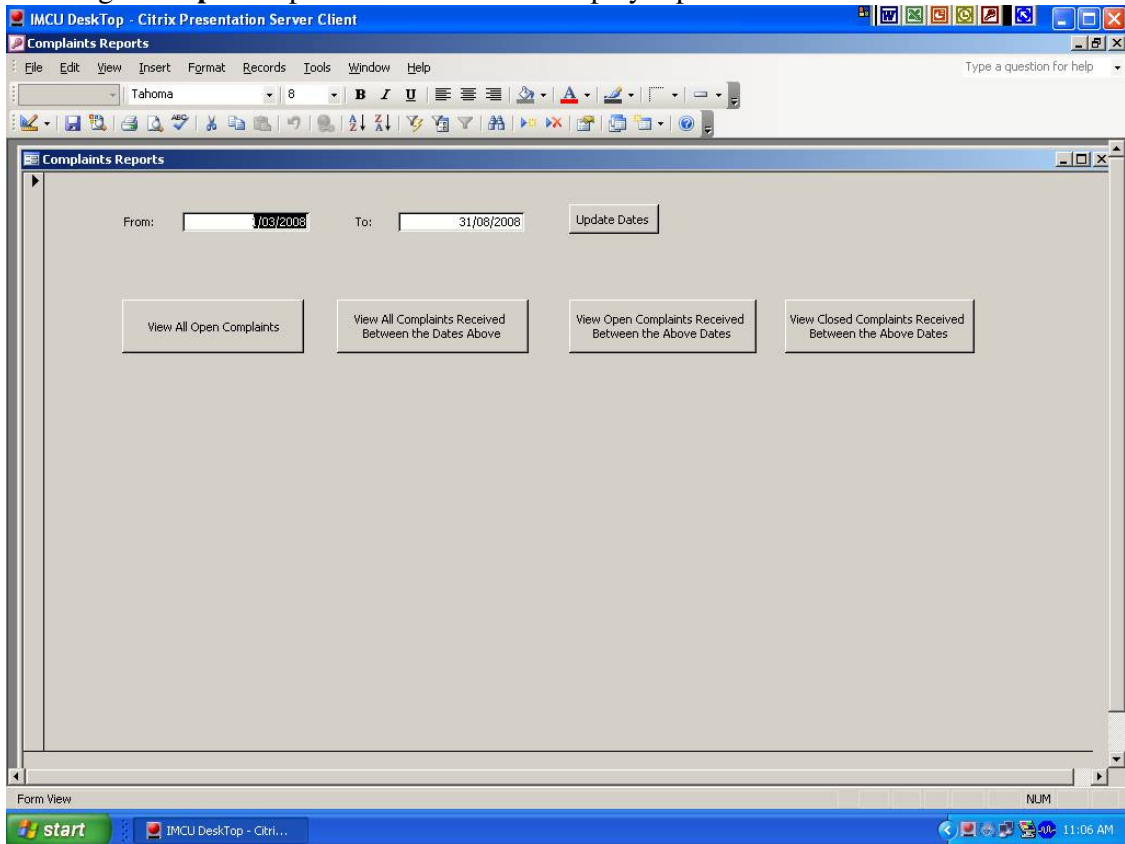
7/08/2008 11:31:47 AM Referred to Other Staff imcucoppinm

PL NO PENALTY EXPLAINED TO MBR.

Email Sent To: shane mcdermott

Follow Up: 8/08/2008

Clicking on **Reports** opens the Database to display reports available.



End of Document

Rob Horton August 2008

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