

# Complaints

## 1. Introduction

This guide is designed to streamline the process of managing complaints. It provides step-by-step instructions for using the complaints management system, enabling you to track, resolve, and improve the overall experience for users .

## 2. Complaints

This section offers a detailed overview of the tools and features available for efficient complaints management. From logging new complaints to tracking their status and resolution, all functionalities are crafted to simplify and enhance your workflow.

### 2.1. Add New Complaints

Go to **Complaints > New Complaints > Fill in details > Add**

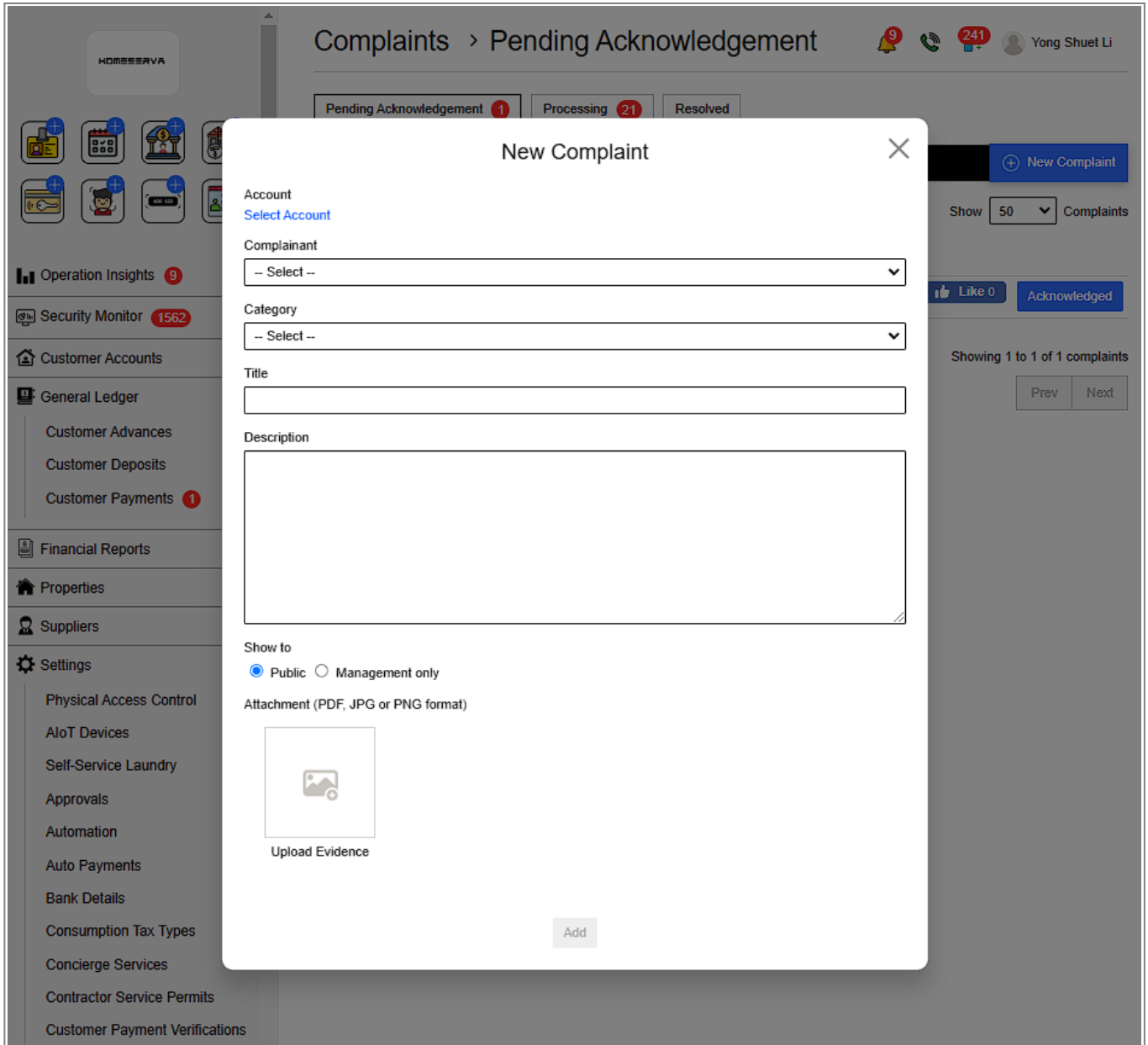
Details include:

1. Select Customer account
2. Complainant
3. Category
4. Title
5. Description
6. Select Show to Public or Management only
7. Attachment to upload evidence ( PDF, JPG or PNG format )

The screenshot shows the VYROX system interface. The top navigation bar includes the user name 'Yong Shuet' and notification icons. The main header is 'Complaints > Pending Acknowledgement'. Below the header, there are filters for 'Pending Acknowledgement' (1), 'Processing' (21), and 'Resolved'. A search bar is present. The main content area displays a table of complaints:

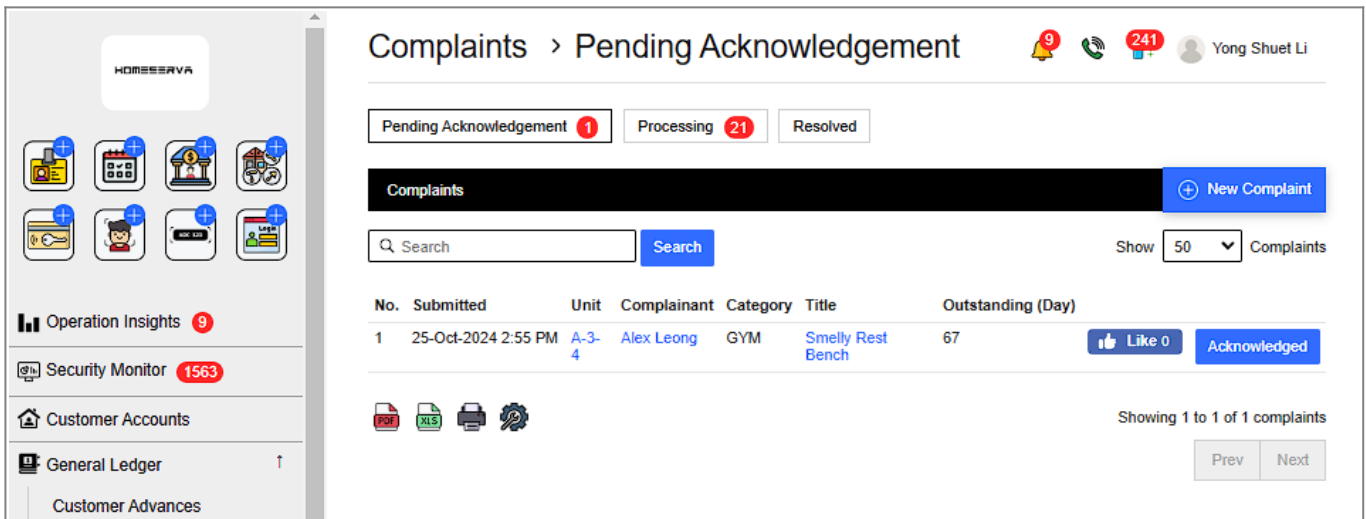
| No. | Submitted           | Unit  | Complainant | Category | Title             |
|-----|---------------------|-------|-------------|----------|-------------------|
| 1   | 25-Oct-2024 2:55 PM | A-3-4 | Alex Leong  | GYM      | Smelly Rest Bench |

Below the table, there are icons for PDF, XLS, and Print. On the right side, there is a grid of icons for various system features, including Announcements, Suggestions, Internal Mails, Complaints (highlighted in a red box), Incident Reports, Defect Reports, Management Accounts, Meeting Minutes, Emergency Numbers, Emergency SOS Requests, Sub-Users, and Card Access.



## 2.2. Acknowledge Process and Resolve Complaints

After New Complaints is filed , Goto **Pending Acknowledgement** page and click **“Acknowledged”**.



After Acknowledged Complaints , management can see processing complaints in **Processing** page .

After management have resolved the complaints , Goto **Processing** page and click **“Resolved”**.

**Complaints > Processing**

Pending Acknowledgement 1 | Processing 21 | Resolved

Complaints + New Complaint

Search Search Show 50 Complaints

| No. | Submitted            | Unit   | Complainant    | Category | Title   | Outstanding (Day) | Like   | Action   |
|-----|----------------------|--------|----------------|----------|---|-------------------|--------|----------|
| 21  | 05-Sep-2024 4:38 PM  | Alston |                | Lobby    | Very Nice Decoration                                    | 20                | Like 0 | Resolved |
| 20  | 01-Aug-2024 8:31 PM  | A-1-16 | Leong Yee Rock | Guard    | Simply enter permit number                              | 3                 | Like 0 | Resolved |
| 19  | 26-Apr-2024 10:46 AM | A-1-16 | Leong Yee Rock | BBQ      | Request for Immediate Maintenance of Community BBQ Area | 8                 | Like 1 | Resolved |

Management can refer to previously resolved complaints as reference at **Resolved** page

**Complaints > Resolved**

Pending Acknowledgement | Processing | Resolved

Complaints + New Complaint

Search Search Show 50 Complaints

| No. | Submitted            | Unit   | Complainant | Category | Title        | Outstanding (Day) | Like   |
|-----|----------------------|--------|-------------|----------|--------------|-------------------|--------|
| 14  | 14-Jun-2024 10:26 AM | A-18-1 | Au Sek Ho   | GYM      | Dirty Dmange | 0                 | Like 0 |
| 13  | 10-May-2024 3:42 PM  | A-18-1 | Au Sek Ho   | Guard    | Guard Sleep  | 0                 | Like 0 |
| 12  | 28-Mar-2024 10:38 AM | A-18-1 | Au Sek Ho   | BBQ      | BBQ IS DIRTY | 0                 | Like 0 |

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