

Management User Guide: Complaints

1. Introduction

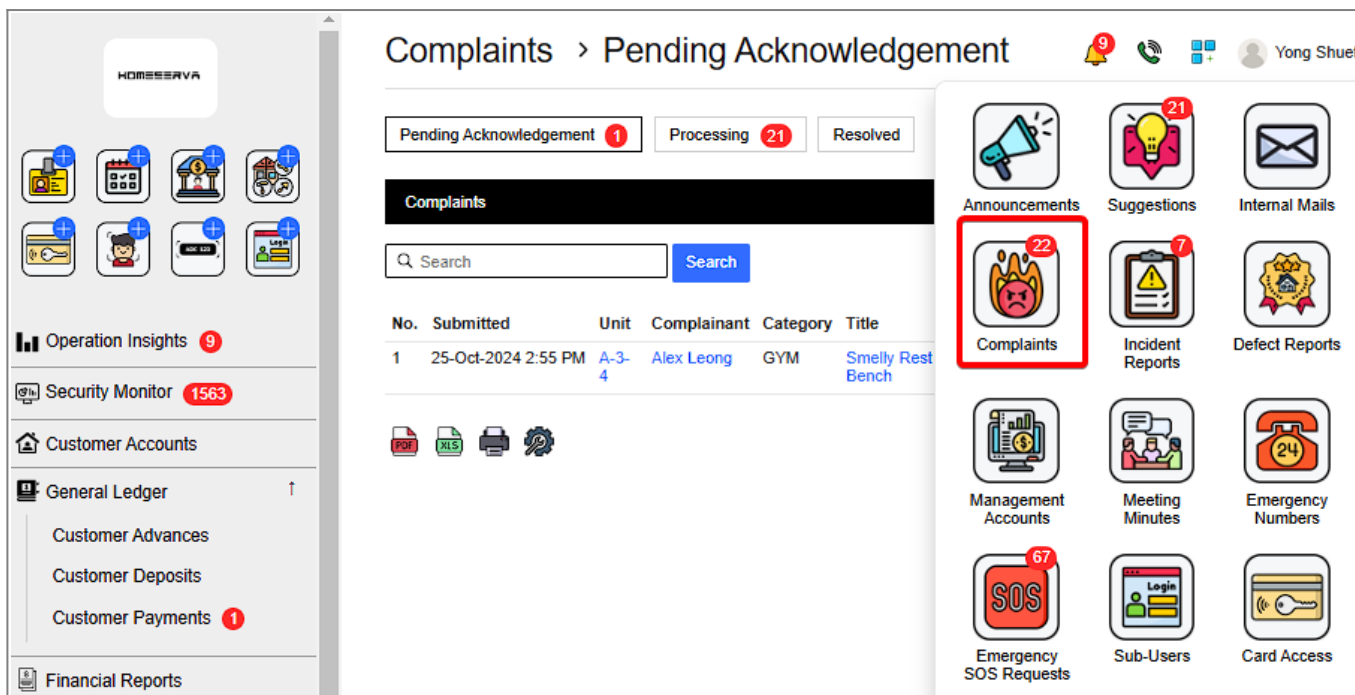
2. Complaints

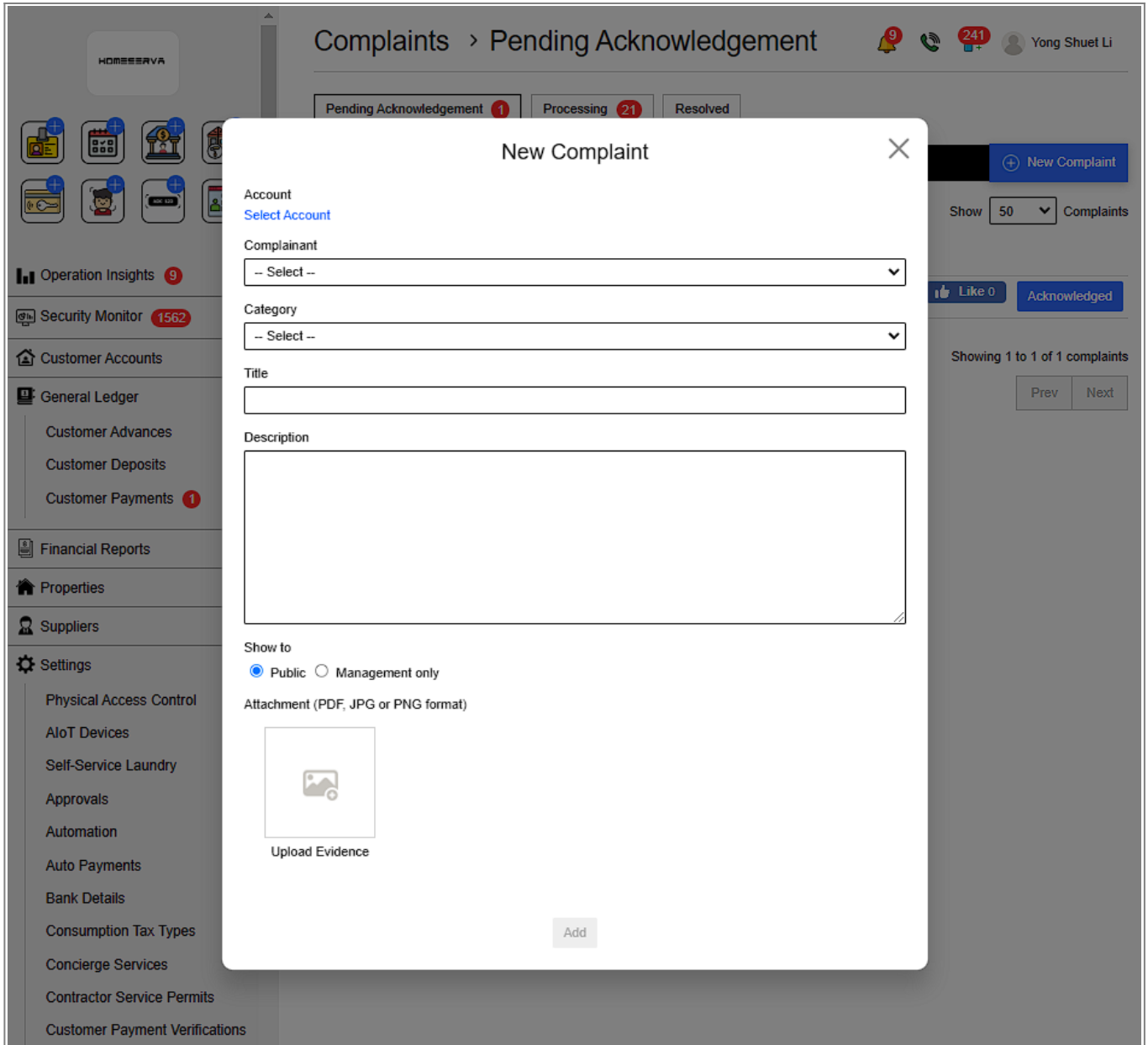
2.1. Add New Complaints

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

Details include:

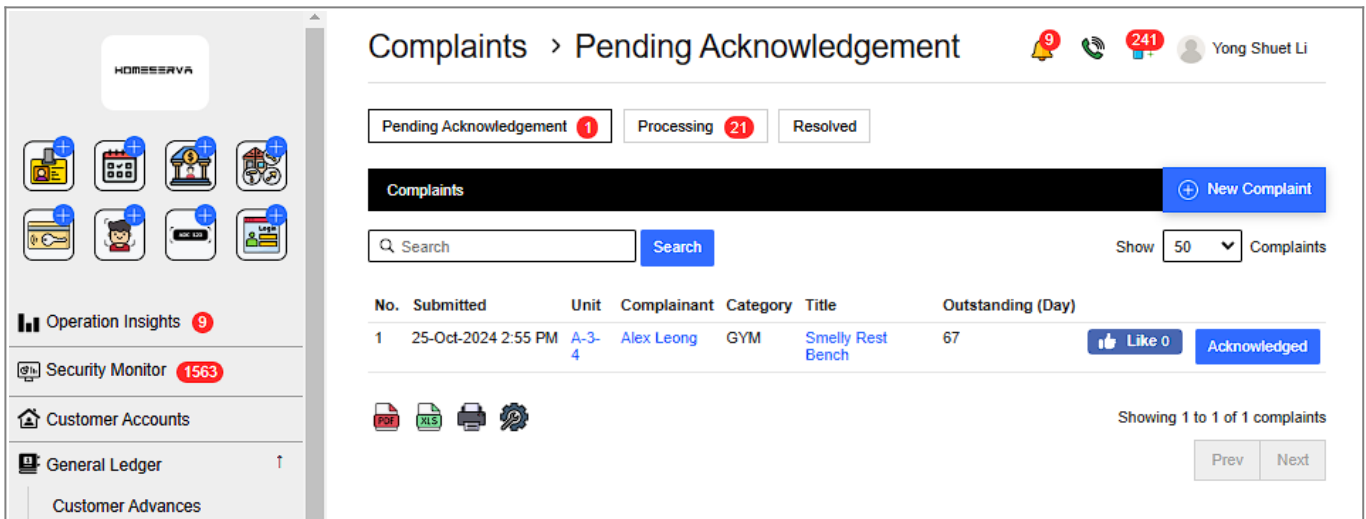
1. Select Customer account
2. Complainant
3. Category
4. Title
5. Description
6. Select Show to Public or Management only
7. Attachment to upload evidence (PDF, JPG or PNG format)





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	Resolved
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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