

# Management User Guide: 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

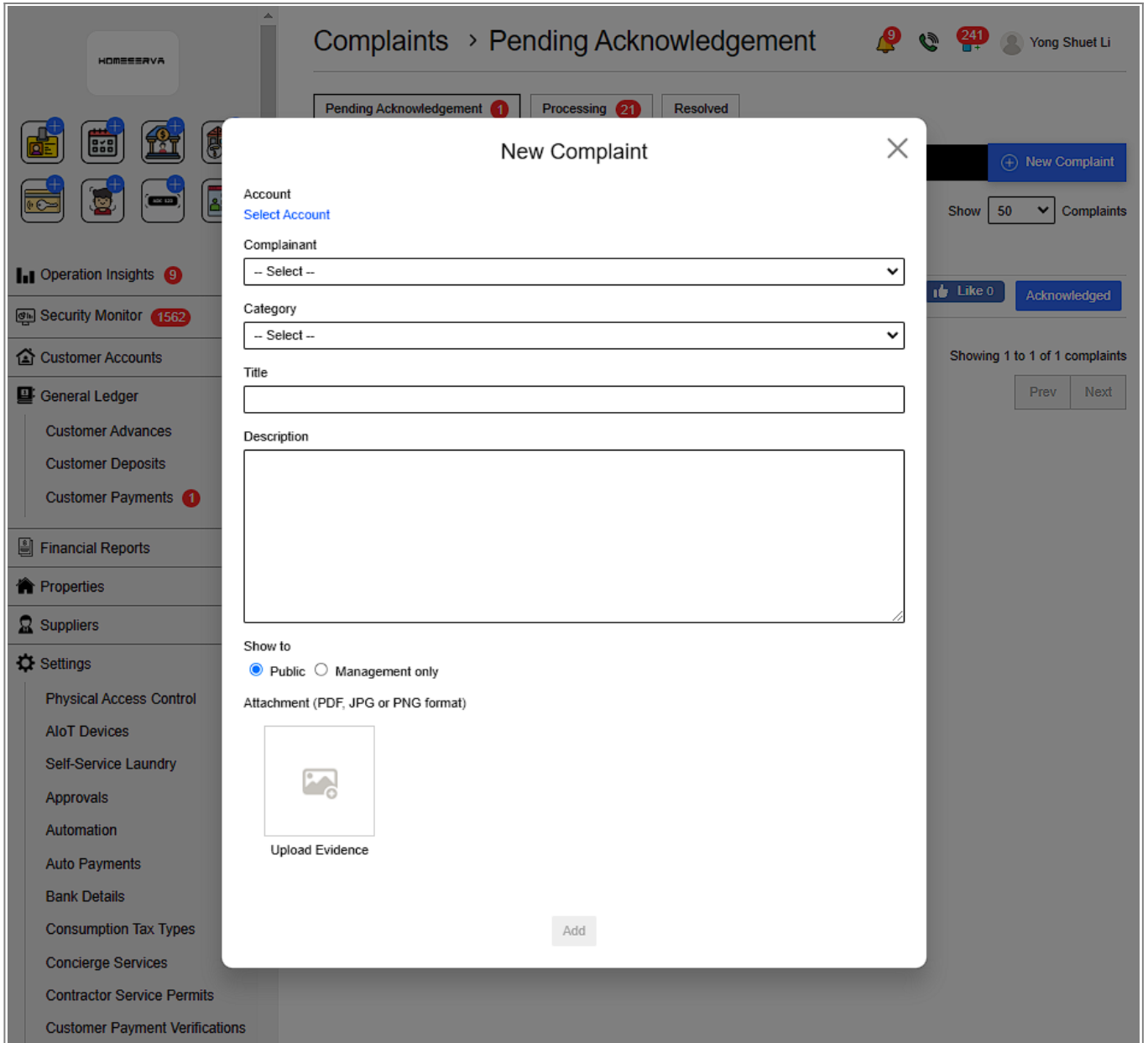
Go to **Complaints > New Complaints > Fill in details > Add**

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 )

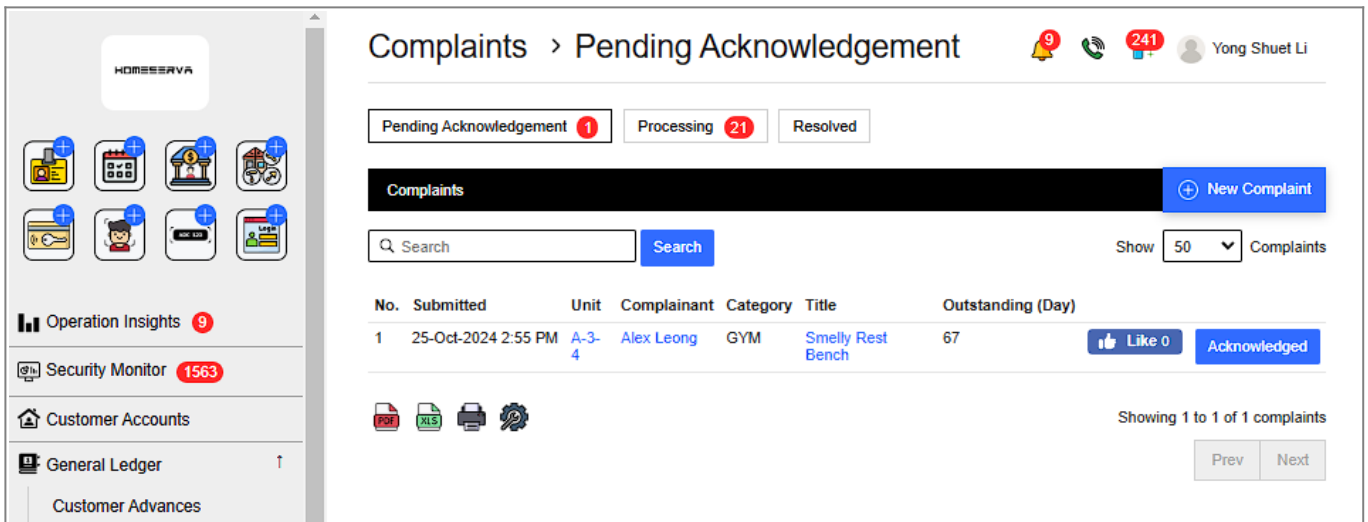
The screenshot shows the VYROX Management User Guide interface. The sidebar on the left contains navigation options: Operation Insights (9), Security Monitor (1563), Customer Accounts, General Ledger (↑), and Financial Reports. The main content area is titled 'Complaints > Pending Acknowledgement' and features a search bar and a table of complaints. The table has columns for No., Submitted, Unit, Complainant, Category, and Title. A red box highlights the 'Complaints' icon in the dashboard grid, which is labeled with a red '22'.

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



## 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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