

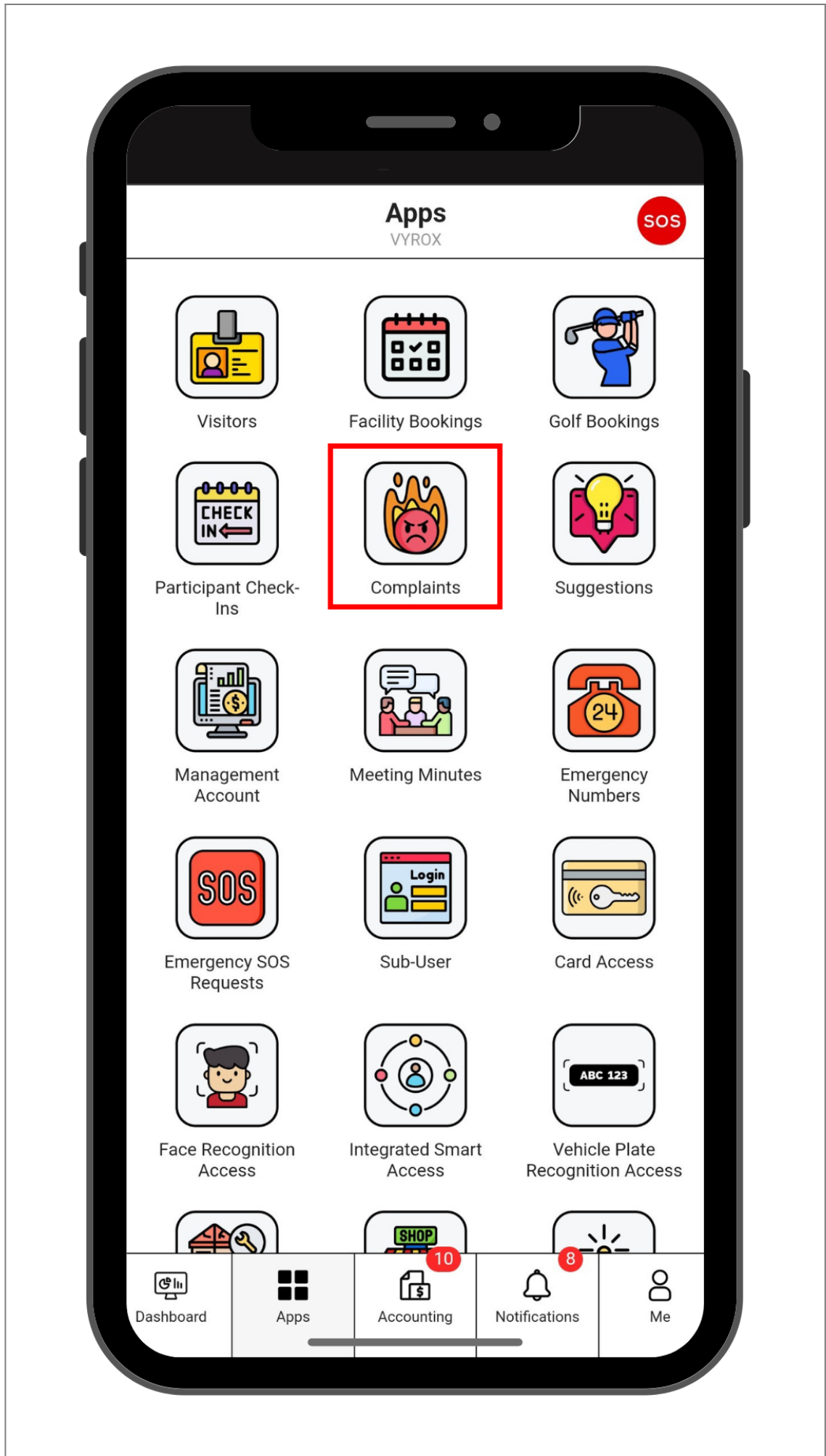
# User Guide: Complaints

## 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.

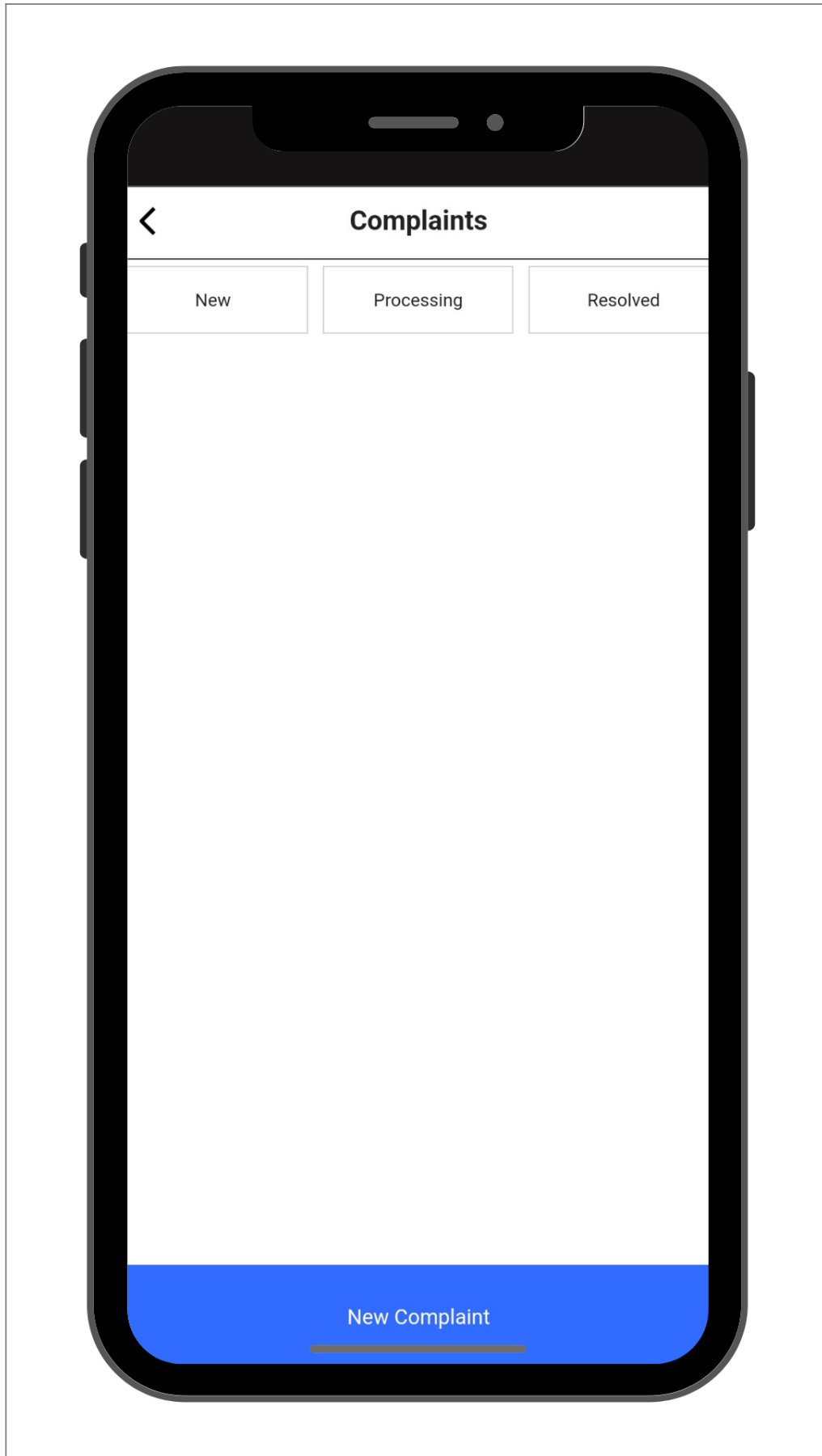
## Step 1: Complaints

Click **“Complaints”** icon



## Step 2: Create New Complaints

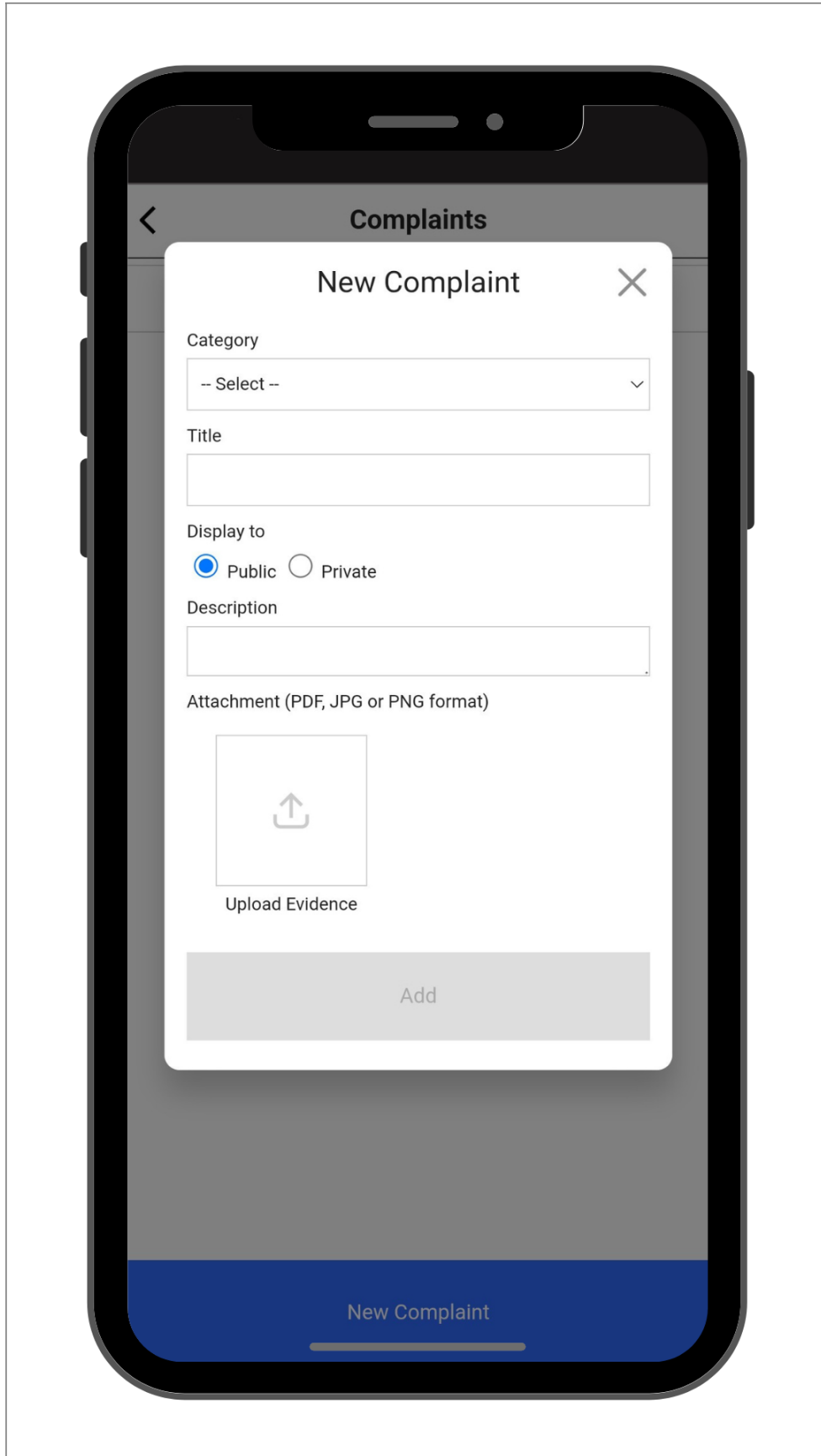
Click **“New Complaints”** to make a new complaint.



## Step 3: Fill in Complaint details

Fill in Category, Title, Description, and Select display Public or Private.

Click **“Add”** to create.



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