

## New Client User Guide – Complaint Management

### **Step 1 – Creating the Project**

1. Client will click on Resources tab
2. Select “Links”
3. Select “Complaint Management”

**Links**

These links can be dragged to your desktop and will open the appropriate form when double clicked.

Link	Description
<a href="#">Complaint Management</a>	<p>Please use this form to begin the complaint resolution process. To begin at a minimum you will need to know:</p> <ul style="list-style-type: none"><li>• The date of the complaint</li><li>• How it was received</li><li>• The type of complaint</li><li>• The Account Number</li><li>• The Primary Member Name</li><li>• The identity of the person handling the complaint</li><li>• Whether the resolution of the complaint requires management approval</li><li>• The name of the manager required to approve the resolution</li></ul> <p>Once you have completed this information the complaint will be created and you will need to launch the Complaint Project to do such things as change due dates, reassign tasks and provide special instructions. All tasks will be routed to the specified person(s).</p>

4. Explain to the client that the link to Complaint Management can be dragged onto the client’s desktop for easy access.

### **Create Complaint Management Project For**

**Instructions:**  
Please use this form to begin the complaint resolution process. To begin at a minimum you will need to know:

- The date of the complaint
- How it was received
- The type of complaint
- The Account Number
- The Primary Member Name
- The identity of the person handling the complaint
- Whether the resolution of the complaint requires management approval
- The name of the manager required to approve the resolution

Once you have completed this information the complaint will be created and you will need to launch the Complaint Project to do such things as change due dates, reassign tasks and provide special instructions. All tasks will be routed to the specified person(s).

**Project Start:**  mm/dd/yyyy

**Complaint Date:**  mm/dd/yyyy The date of the complaint.

**Complaint Channel:**

**Complaint Category:**

**Assigned To:**

**Management Approval:**  Does the resolution of the complaint require management approval

**Approving Manager:**

**Report Required:**  Will this complaint require a report be uploaded to the file vault

**Launch Immediately:**  Open project immediately

**Account Number:**

**Primary Member Name:**

4. Complete Project Start and Complaint Dates

5. Complaint Channel – Select a value

- Explain that this is the section on how the complaint was originated
- In-person, call center, email, regular mail, fax, or other

6. Complaint Category- Select a value

Explain that this is the section on the type of complaint

- Advertising, bill payment, credit issue, employee behavior, loan issues, mobile, mortgage, online use, return check, website, etc.

7. Complete Client Account Number

8. Complete Primary Member Name

9. Assigned To

- Choose who in your organization

10. Management Approval – Does this need approval?

11. Approving Manager

- Choose who in your organization

12. Report Required

- Do you want this complaint to be uploaded to the file vault?

13. Create Report

## Step 2 – Projects

### 1. Client will complete project information

- Information regarding brief description of complaint
- Due date for each task (Investigate and Formulate Plan, Resolution, Resolved, Close)
- Any tasks or special instructions that need to be assigned
- 

#### Launch Project - Complaint Mobile Access-Account-0000000000-Joe

##### Project Information

**Instructions:**

Please use this form to begin the complaint resolution process. To begin at a minimum you will need to know:

- The date of the complaint
- How it was received
- The type of complaint
- The Account Number
- The Primary Member Name
- The identity of the person handling the complaint
- Whether the resolution of the complaint requires management approval
- The name of the manager required to approve the resolution

Once you have completed this information the complaint will be created and you will need to launch the Complaint Project to do such things as change due dates, reassign tasks and provide special instructions. All tasks will be routed to the specified person(s).

##### Information

**Project :** Complaint Management--Complaint Mobile Access-Account-0000000000-Joe

**Project Start:** 09/11/2017 mm/dd/yyyy

<b>Complaint Date:</b> 09/11/2017	<b>Account Number:</b> 0000000000
<b>Complaint Channel:</b> Email	<b>Primary Member Name:</b> Joe
<b>Complaint Category:</b> Mobile Access	<b>Contact Person:</b> <input type="text"/> Person to direct communications to

<b>Contact Person:</b> <input type="text"/> Person to direct communications to
<b>Contact Information:</b> <input type="text"/>
<b>Complaint Summary:</b> <input type="text"/>
Brief Description of Complaint

### 4. Client will click the “launch” button

<input type="button" value="Launch"/>	<input type="button" value="Cancel"/>
---------------------------------------	---------------------------------------

### 5. A green bar will be displayed at the top of the webpage stating that the task has been saved

### Step 3 – Notifications

1. Client will click on “Notifications” tab at the top of the screen
2. Client will see “Pending” notification(s) for the complaint
3. Select notification to be completed
4. Client will be required to complete questions

**Complaint Management-Complaint Mobile Access-Account-000000000000-Joe**  
Information:

#### **Task - Investigate Complaint and Formulate Resolution Plan**

Due Date: 09/12/2017

Task Description: Please thoroughly investigate the complaint including all regulatory, policy, and reputational considerations. Document your findings and proposed resolution.

Special Instructions: Test

**Investigation:**

The results of the investigation

**Proposed  
Resolution:**

**Complete?:**  (Will not be able to update when marked complete)

Update Task

Cancel

5. Select “Complete?” box
6. Select “Update Task”
7. A green bar will be displayed at the top of the webpage stating that the task has been saved

Task has been saved and task marked completed

x

### Step 4 – Projects to be completed

1. Client will click on “Projects”
2. Client will choose “List” from the dropdown menu
3. Client will choose the project for the Complaint Management and click on the “view” button

[view](#) [report](#) [cancel](#)

- Client will need to use this form to begin the Complain Resolution process.
  - Client will have the options to bypass (remove this task from the project) or approve any tasks.

Description: Please review the Proposed Resolution and Investigation and either approve the resolution as is or provide a revised resolution.

Task Type: User Task

Due Date: 09/13/2017 mm/dd/yyyy

Special Instructions: Test

Bypass:  Remove this task from the project.

Approved:

Additional or Alternate Instructions: Any changes in approach to the proposed resolution

- After the client has completed all fields they will click the “update” button.

### **Step 5 – Reports**

- Client will click on “Project”
- From the dropdown menu, client will choose “Lists”
- Client will choose Complaint Management account and click on “report”

[view](#) [report](#) [cancel](#)

- A report will form in a “pdf” format for the client’s review
  - The report will consist of a title page:

**AFFIRM<sup>X</sup> COMPLAINT MANAGEMENT**  
**COMPLAINT MOBILE ACCESS-ACCOUNT-**  
**00000000000000-JoE**

- Project Information:

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- Project Instruction:

## PROJECT INFORMATION

### INSTRUCTIONS

Please use this form to begin the complaint resolution process. To begin at a minimum you will need to know:

- The date of the complaint
- How it was received
- The type of complaint
- The Account Number
- The Primary Member Name
- The identity of the person handling the complaint
- Whether the resolution of the complaint requires management approval
- The name of the manager required to approve the resolution

Once you have completed this information the complaint will be created and you will need to launch the Complaint Project to do such things as change due dates, reassign tasks and provide special instructions. All tasks will be routed to the specified person(s).

<b>Start Date</b>	<b>September 11, 2017</b>
<b>Complaint Date</b>	<b>09/11/2017</b>
<b>Complaint Channel</b>	<b>Email</b>
<b>Complaint Category</b>	<b>Mobile Access</b>
<b>Account Number</b>	<b>0000000000000</b>
<b>Primary Member Name</b>	<b>Joe</b>
<b>Contact Person</b>	<b>Tim</b>

## **Step 6 – Completed Complaint**

1. Client will select “Notifications”
2. Client will select the pending notification
3. Client will add any additional information if needed to the resolution
4. Client will select “Complete” box when the complaint has been resolved and then select “Update Task”

**Task - Management Resolution Approval**

Due Date: 09/13/2017

Task Description: Please review the Proposed Resolution and Investigation and either approve the resolution as is or provide a revised resolution.

Special Instructions: Test

Approved:

Additional or Alternate Instructions:   
Any changes in approach to the proposed resolution

Complete?:  (Will not be able to update when marked complete)

5. A green bar will be displayed at the top of the webpage stating that the task has been saved

Task has been saved and task marked completed x

## **Step 7 – Status of Complaint**

1. Client will be able to check to see if the complaint is resolved by clicking on the “Projects” tab and selecting “List”
2. Once the complaint is completed, the status will show “completed”

## **Step 8 – List of all Client Complaints**

1. If a client would like to access all complaints, they can access an excel spreadsheet.

2. Client will select “Projects”
3. Choose “Reports” from the dropdown menu
4. Client will choose” Credit Union – Complaint Management” from Project Template
5. Select “Generate Report”

Dashboard Notifications Alerts File Vault Projects Resources Messaging Help

Create New Project  
List  
Reports

### Project Reports

Click  to download your report. After clicking your download should begin shortly. Please stay on this screen until it completes.

**Project Template:** Credit Union - Complaint Management

**Active:**  Include all active projects

**Completed:**  Include all completed projects

**Archived:**  Include all archived projects

Generate Report

6. Click on the excel icon  to open the report.