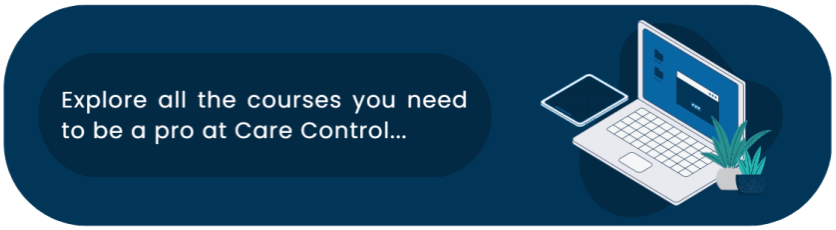
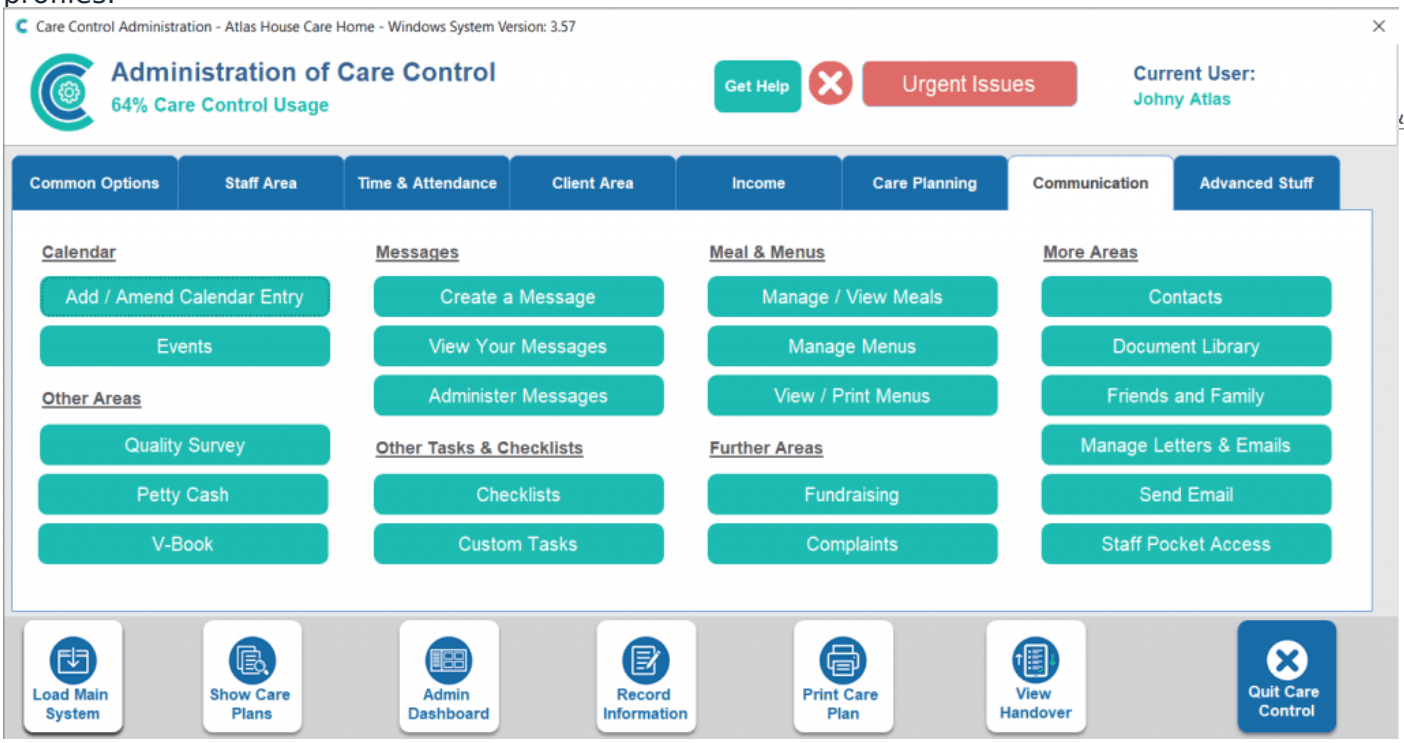
Complaints Area

Administration Windows · https://cclearninghub.co.uk/docs/complaints-area/



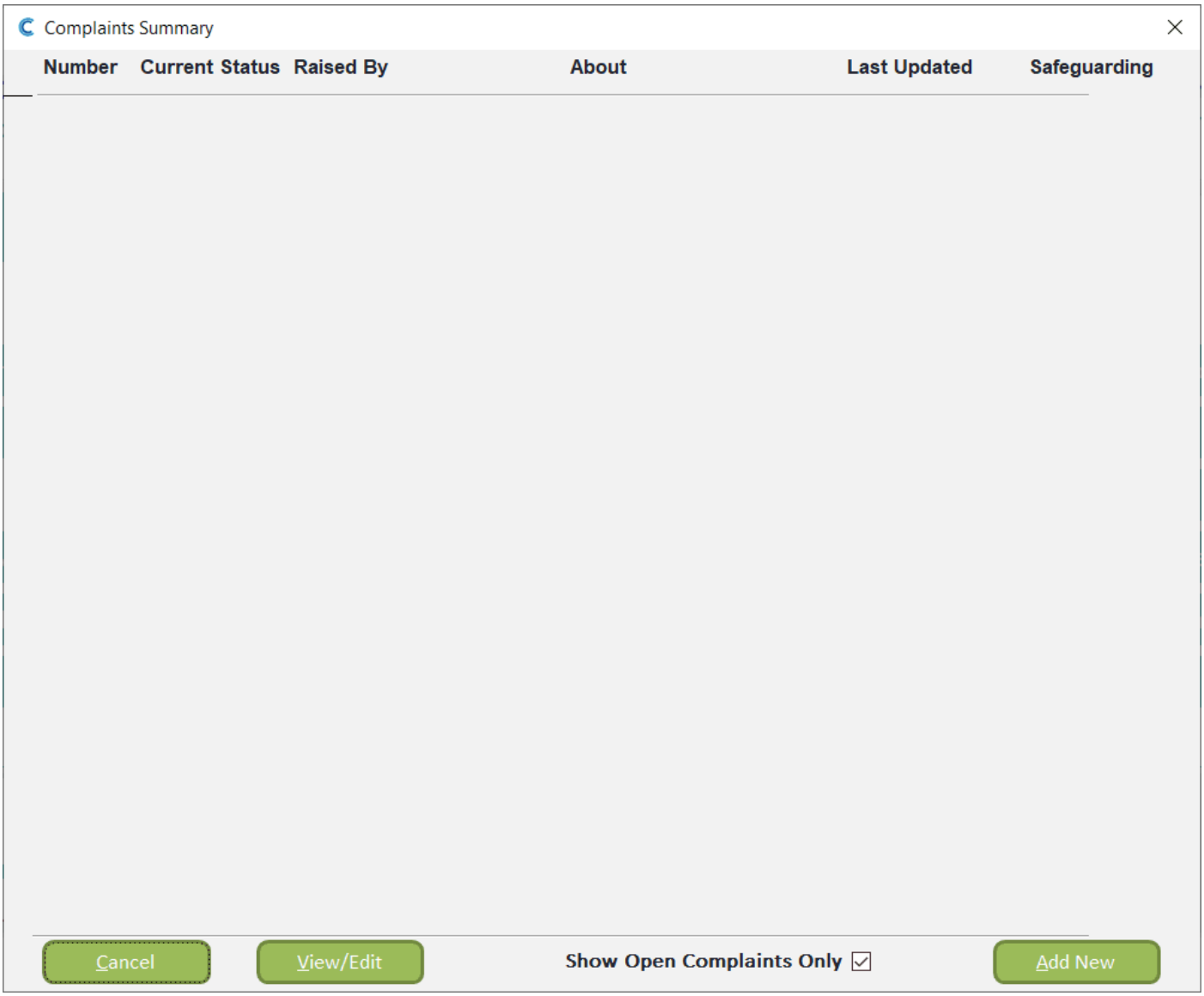
Complaints Area

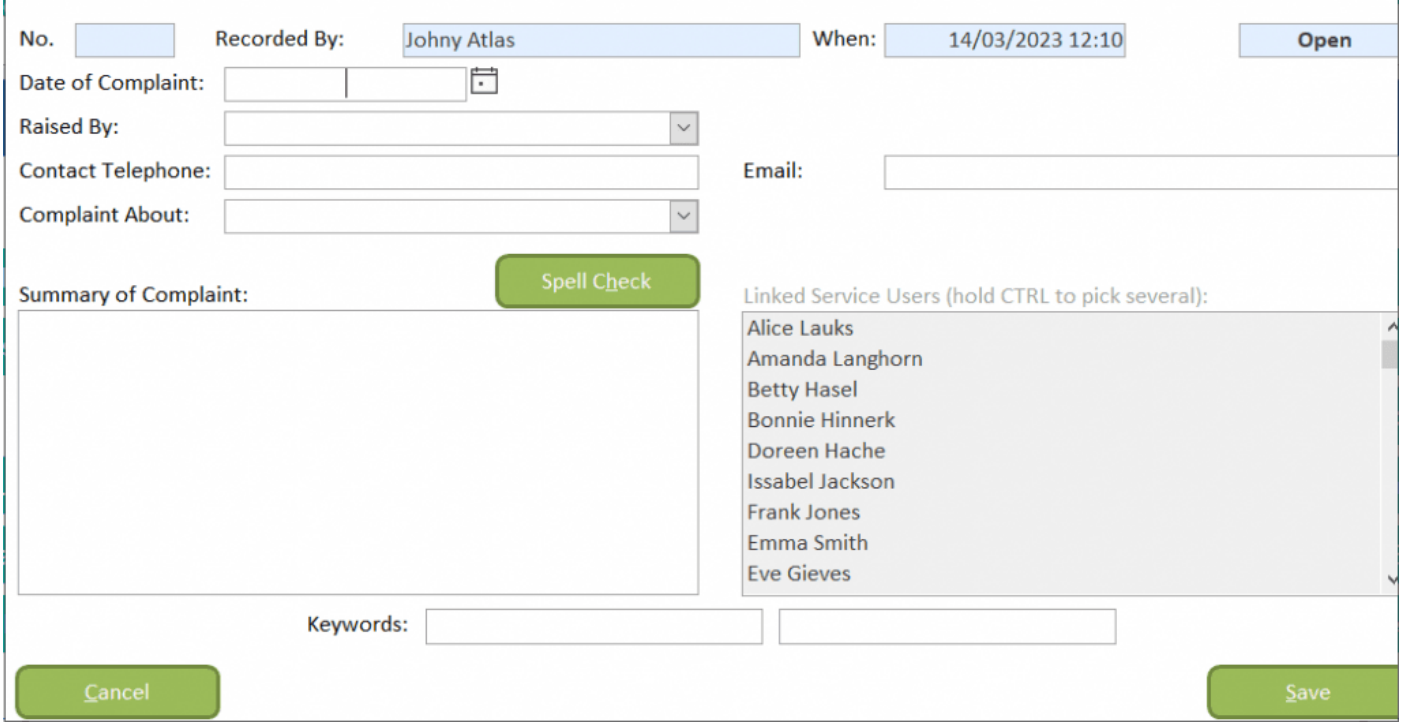
This guide will cover how to create complaint forms on Care Control Windows. This feature allows for the recording of issues and resulting actions, as well as linking them to staff or service user profiles.



1

In the **Administration of Care Control Windows**, navigate to the **Complaints** tool, which can be found under the **Communication** tab.





3

A blank form will open:

– **Date** – the date of the incident / complaint

– **Raised By** – who is making the complaint

– **Contact Telephone** – contact number for the person raising the complaint

– **Complaint About** – topic of the complaint

– **Raiser Name** – the name of the person raising the complaint

– **Email** – their email address

– **Summary of Complaint** – written description of the issue

– **Linked Service Users** – add service users to the form if relevant

– **Keywords**

4

Make sure to press **Save** after completing the form.

No. | Recorded By: Johny Atlas | When: 14/03/2023 12:10 | Open

Date of Complaint: 14/03/2023

Raised By: Staff | Raiser Name: Johny Atlas

Contact Telephone: 01213 453 234 | Email: johny@carecontrol.co.uk

Complaint About: Facilities | About Name: Downstairs toilet

Spell Check

Summary of Complaint:

The downstairs toilet has blocked and cannot be used until this is fixed. This has happened before when people attempt to flush items that should not be flushed, such as wet wipes.

Please make sure to only flush paper toilet roll to prevent this happening AGAIN!!

A plumber is booked in to come late this evening, so until then, stay clear of the bathroom!

Linked Service Users (hold CTRL to pick several):

- Frank Jones
- Emma Smith
- Eve Gieves
- Esther Goulding
- Leah Gallyon
- Lisa Dovey
- Lorna Daber
- Laura Derby
- Polly Drake

Keywords: toilet | blocked

Complaints Summary

Number	Current Status	Raised By	About	Last Updated	Safeguarding
5	Open	Johny Atlas	Downstairs toilet		☐

Cancel | View/Edit | Show Open Complaints Only ☑ | Add New

5

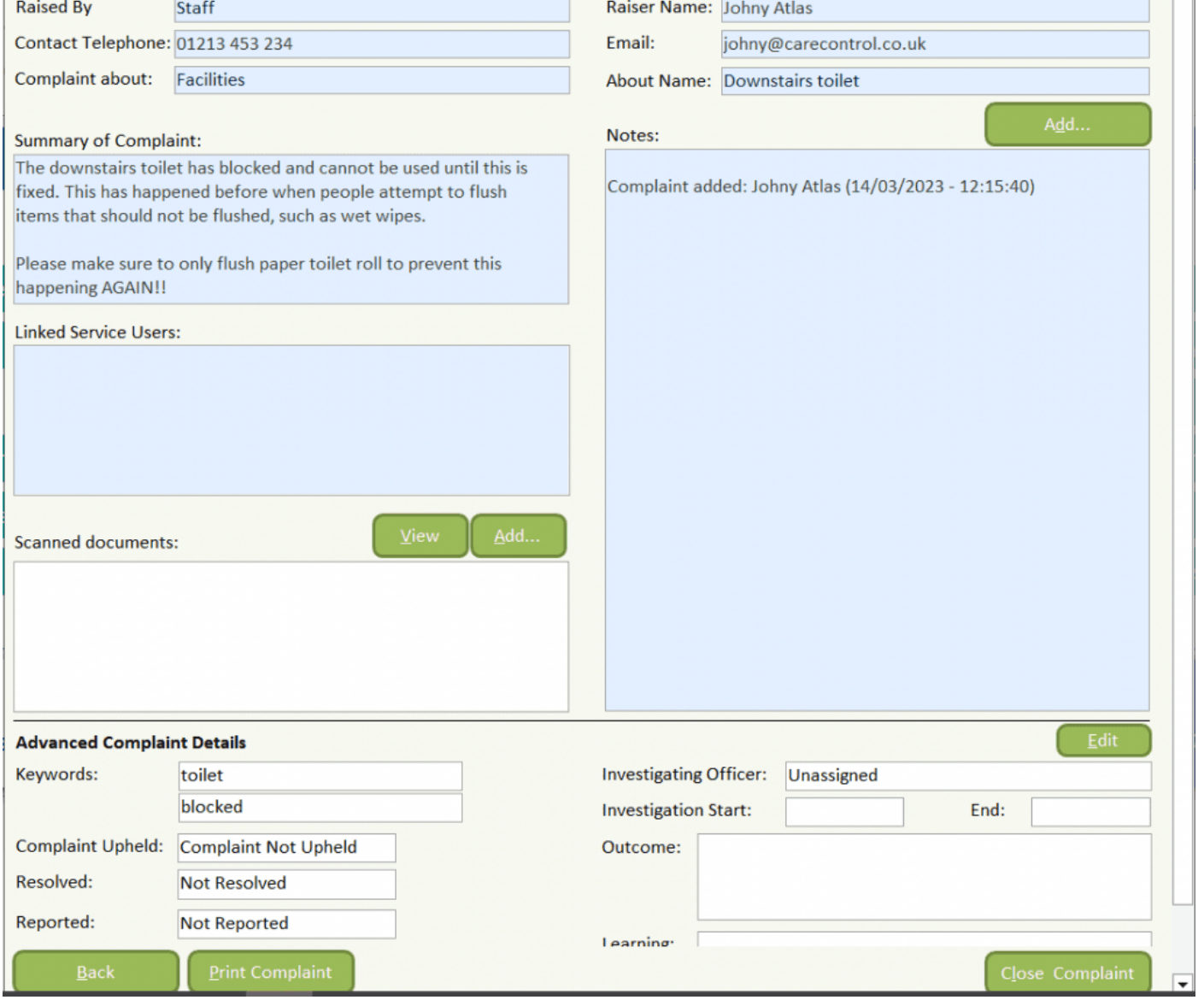
The new complaint will now show in the active complains list. To action an already existing complaint, select it by clicking on the small check box on the left of the window, then press **View / Edit**.

6

The complaint form will open and now allows the addition of further notes by pressing the **Add** button next to the Notes box. You can also link scanned documents from your document library.

The bottom of the window contains some further recording options, including being able to assign an Investigating Officer, as well as record Outcomes and Learning points from the complaint. Press the green **Edit** button to amend these areas.

Finally, the complaint can be closed via the **Close Complaint** button. This will move the form into historical complaints where the information will be stored.


Raised By
Staff
Raiser Name:
Johny Atlas
Contact Telephone:
01213 453 234
Email:
johny@carecontrol.co.uk
Complaint about:
Facilities
About Name:
Downstairs toilet
Summary of Complaint:
The downstairs toilet has blocked and cannot be used until this is fixed. This has happened before when people attempt to flush items that should not be flushed, such as wet wipes.
Please make sure to only flush paper toilet roll to prevent this happening AGAIN!!
Notes:
Add...
Complaint added: Johny Atlas (14/03/2023 - 12:15:40)
Linked Service Users:
Scanned documents:
View
Add...
Advanced Complaint Details
Edit
Keywords:
toilet
blocked
Investigating Officer:
Unassigned
Investigation Start:
End:
Complaint Upheld:
Complaint Not Upheld
Outcome:
Resolved:
Not Resolved
Reported:
Not Reported
Learning:
Back
Print Complaint
Close Complaint