



Basic edition

ComplaintTracker

Manage customer complaints



Closing a Complaint (Trial edition)

Step by step guide to Close a Complaint in ComplaintTracker Basic.

1

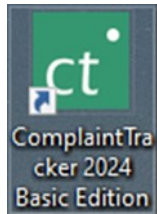
INDEX

Steps

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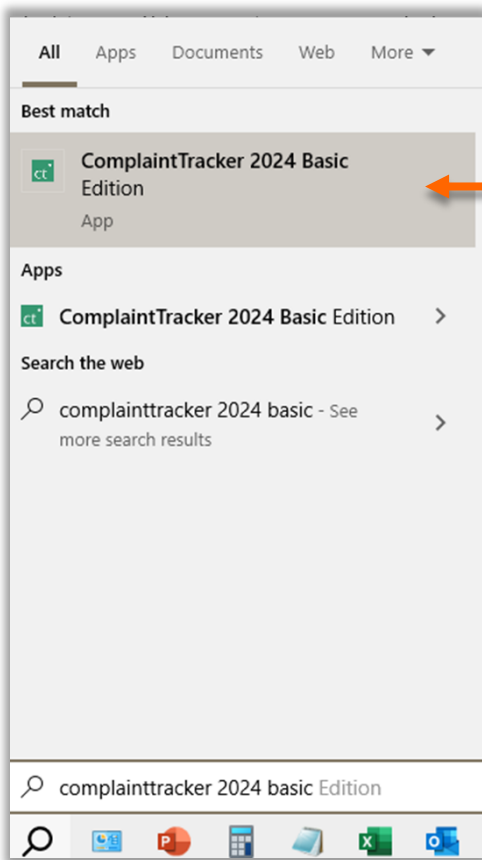
2

LOGIN

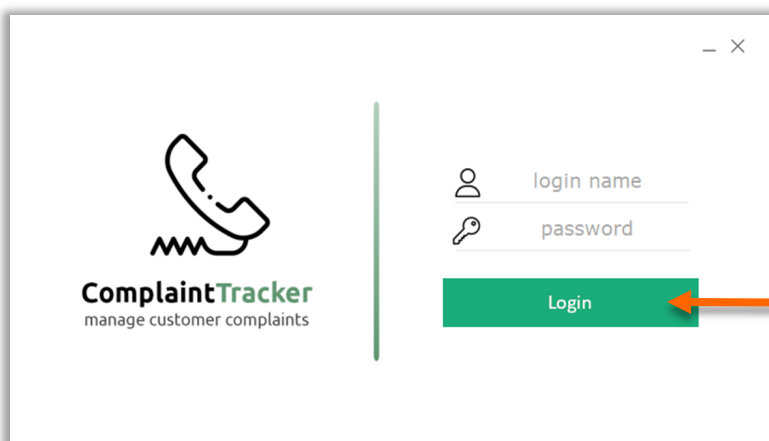


Double Click on **ComplaintTracker** icon, on your desktop.

or



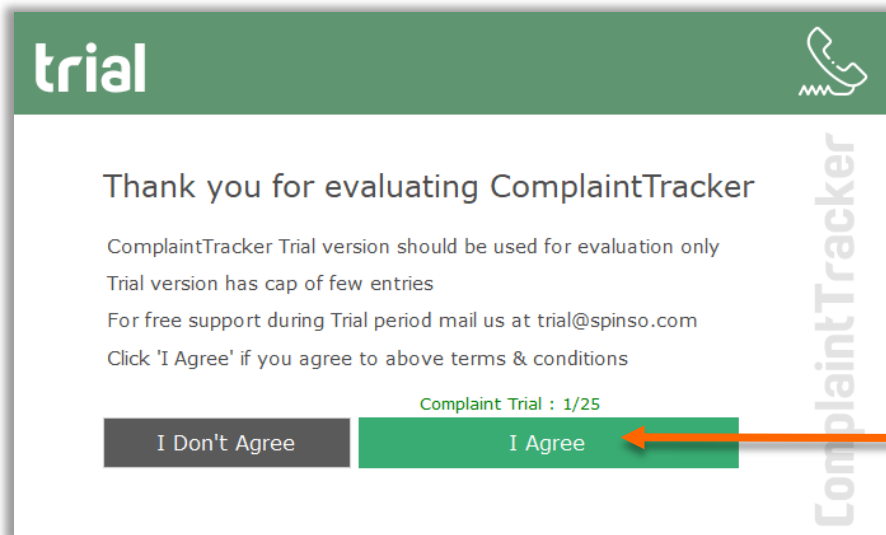
You can also launch the application from **Start - Program Files - Spinso - ComplaintTracker**



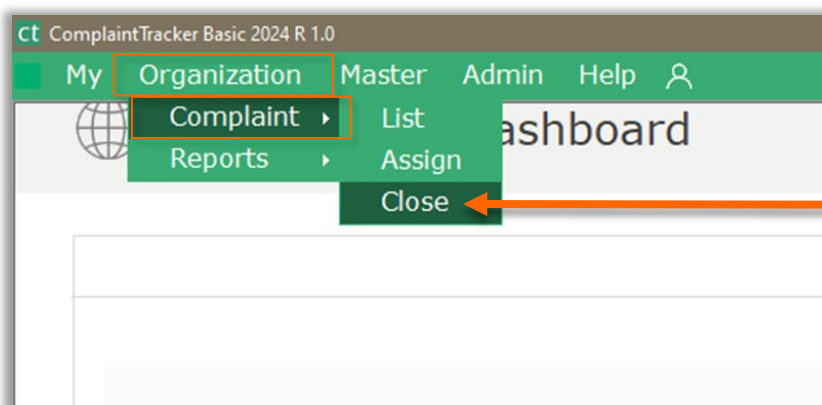
Enter Login name and password
Click on **Login**

3

Go to Complaint Close Screen



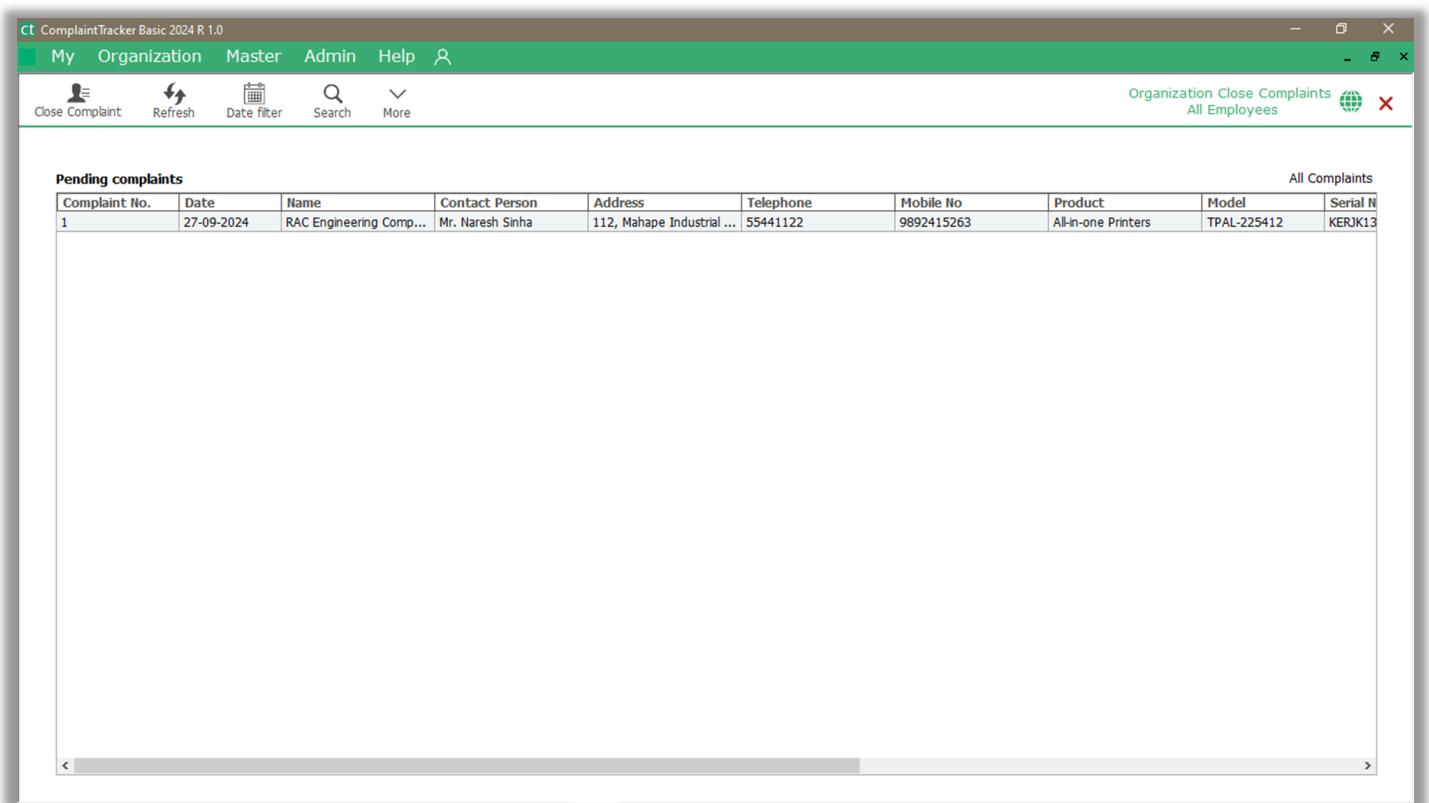
Click on I Agree



Go to

Organization > Complaint > Close

Complaint Close Screen



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My Organization Master Admin Help

Close Complaint Refresh Date filter Search More

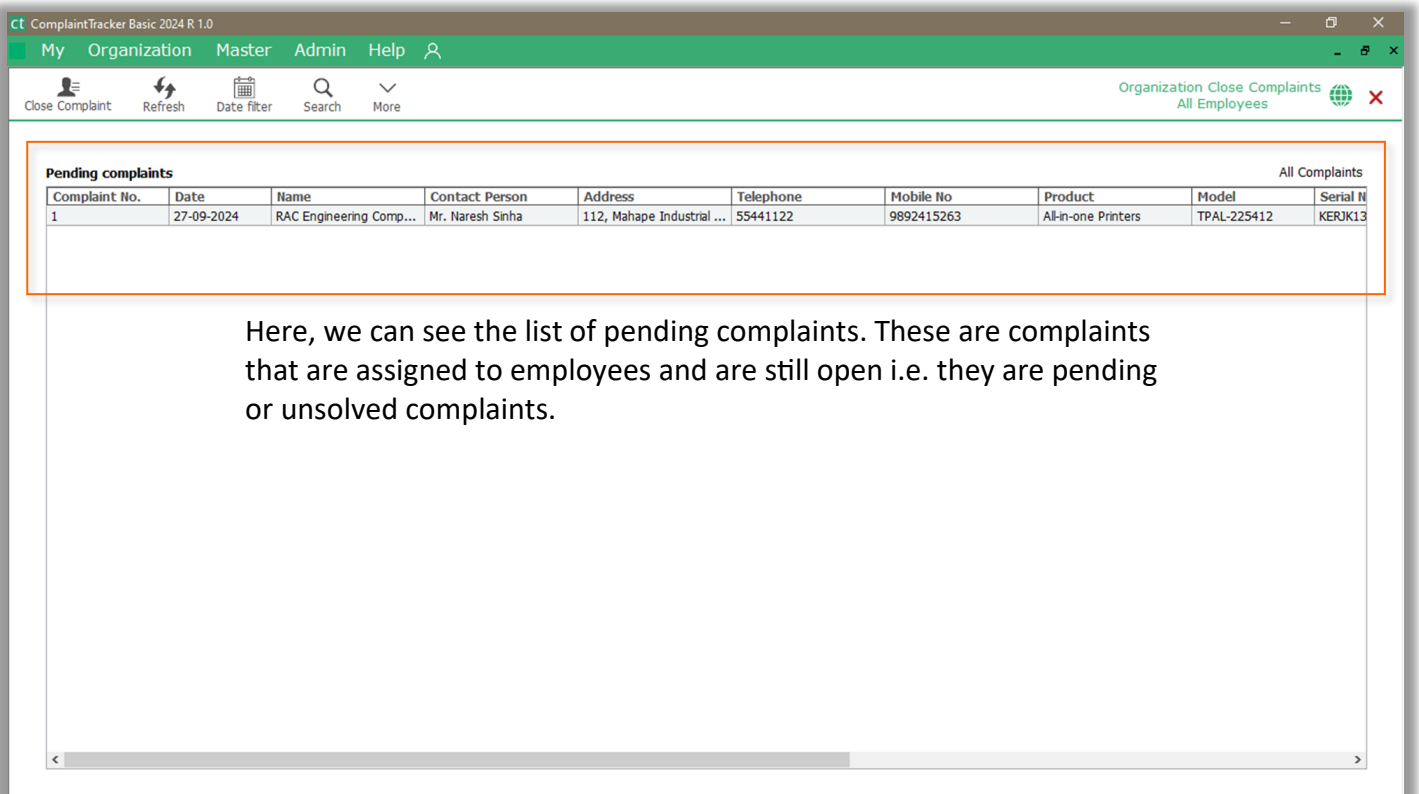
Organization Close Complaints All Employees

Pending complaints All Complaints

Complaint No.	Date	Name	Contact Person	Address	Telephone	Mobile No	Product	Model	Serial N
1	27-09-2024	RAC Engineering Comp...	Mr. Naresh Sinha	112, Mahape Industrial ...	55441122	9892415263	All-in-one Printers	TPAL-225412	KERJK13

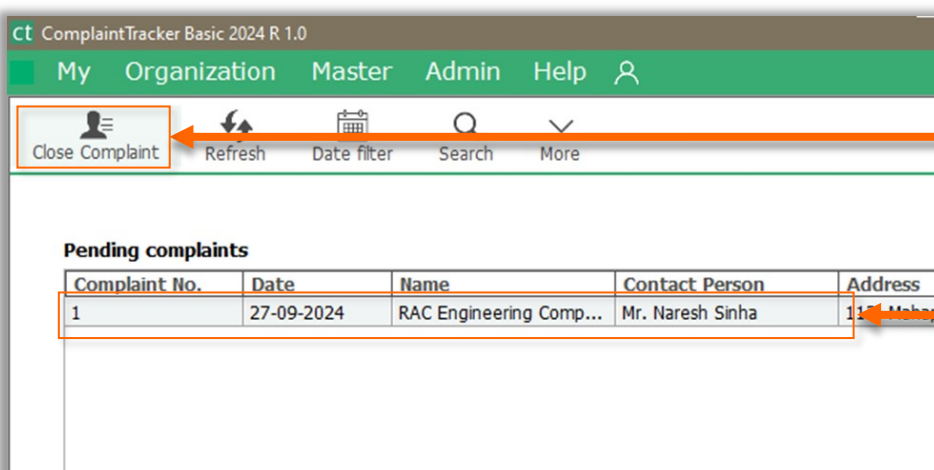
4

Close a Complaint



Here, we can see the list of pending complaints. These are complaints that are assigned to employees and are still open i.e. they are pending or unsolved complaints.

Complaint No.	Date	Name	Contact Person	Address	Telephone	Mobile No	Product	Model	Serial N
1	27-09-2024	RAC Engineering Comp...	Mr. Naresh Sinha	112, Mahape Industrial ...	55441122	9892415263	All-in-one Printers	TPAL-225412	KERJK13

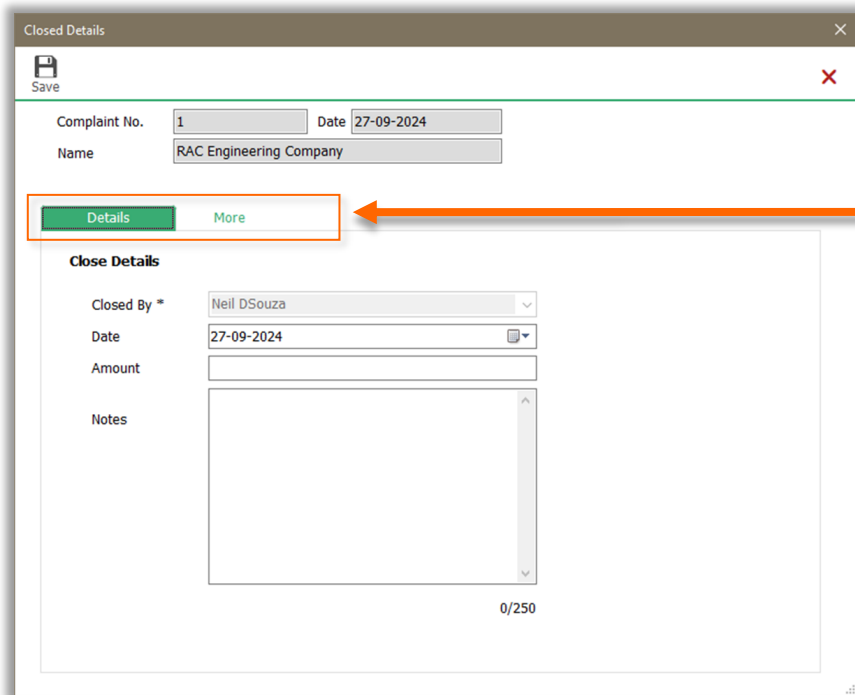


To Close a complaint.

- Select a pending complaint from the list
- Click on **Close Complaint**

Closed Details Window will open.

Complaint No.	Date	Name	Contact Person	Address
1	27-09-2024	RAC Engineering Comp...	Mr. Naresh Sinha	112, Mahape Industrial ...



Closed Details

Save

Complaint No. 1 Date 27-09-2024

Name RAC Engineering Company

Details More

Close Details

Closed By * Neil DSouza

Date 27-09-2024

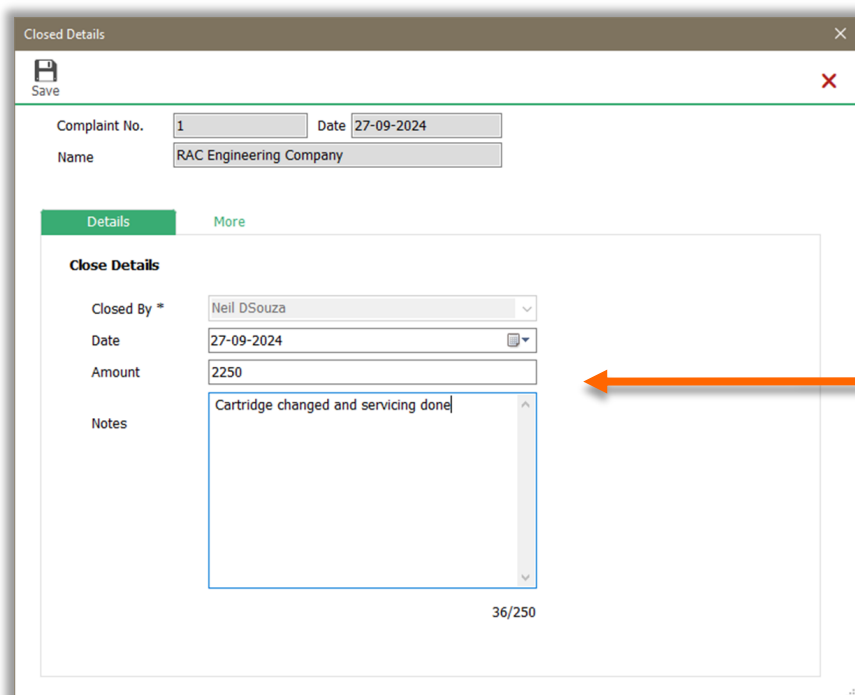
Amount

Notes

0/250

Here, we can see two tabs:

- **Details** Tab: Complaint Closed details
- **More** Tab: has information on the complaint.



Closed Details

Save

Complaint No. 1 Date 27-09-2024

Name RAC Engineering Company

Details More

Close Details

Closed By * Neil DSouza

Date 27-09-2024

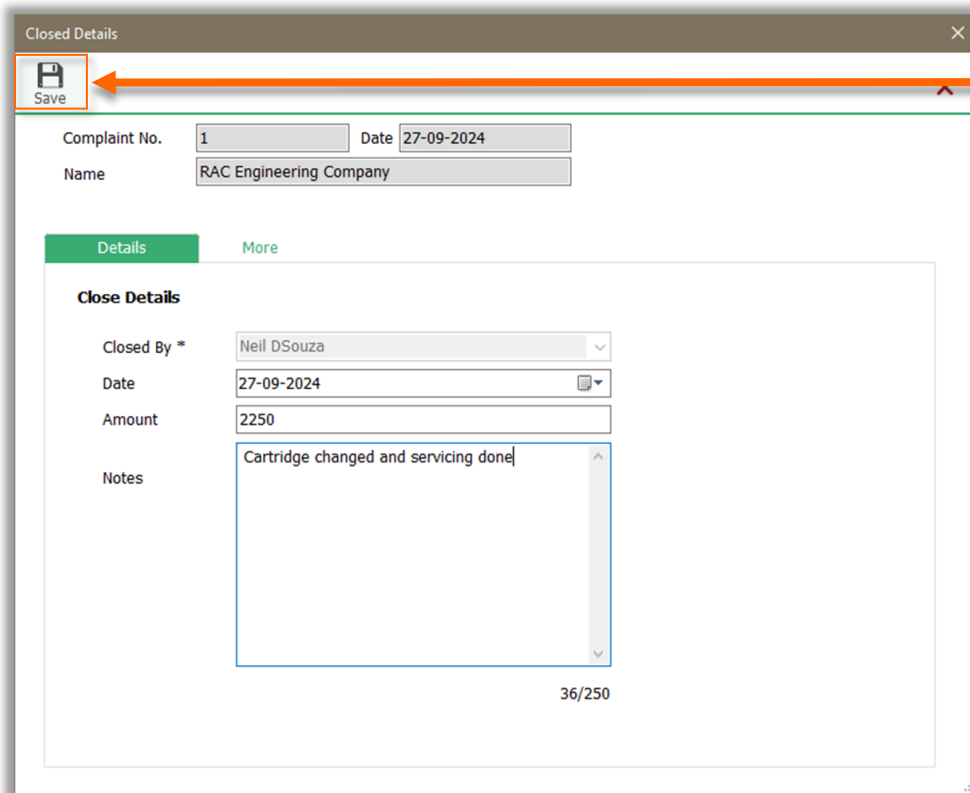
Amount 2250

Notes Cartridge changed and servicing done

36/250

Details Tab:

- Complaint Assigned employee's name will be fetched as **Closed by** employee.
- Change Date if required.
- Enter Amount, if any.
- Enter Notes or Remarks for Complaint Closed details if any.



Closed Details

Save

Complaint No. Date

Name

Details More

Close Details

Closed By *

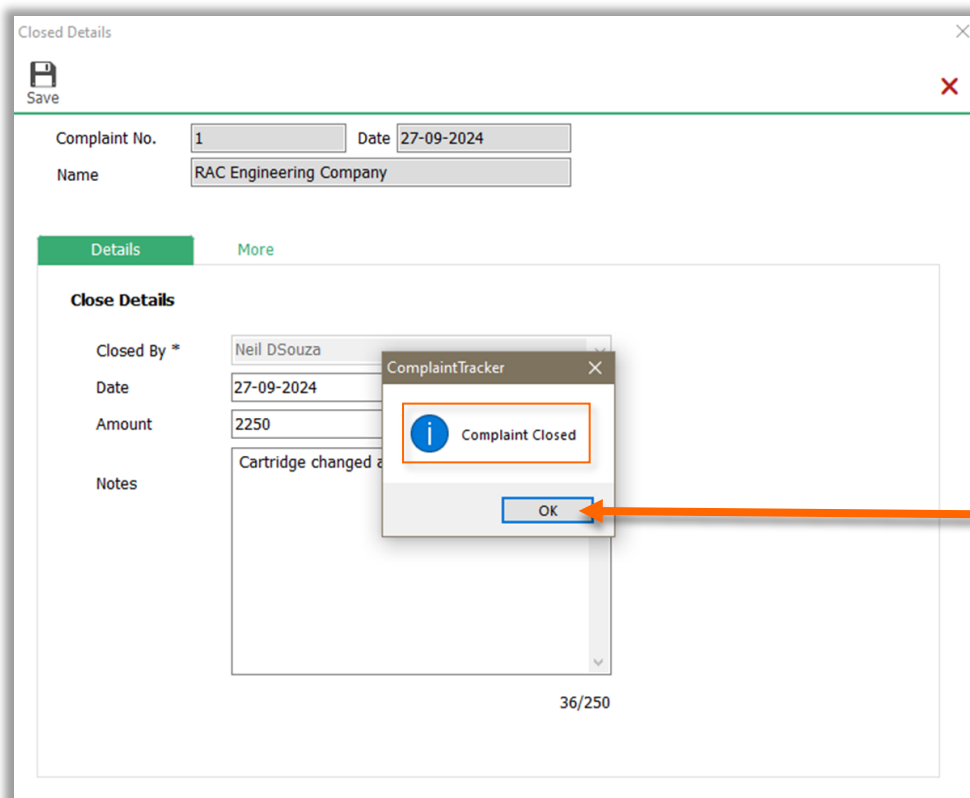
Date

Amount

Notes

36/250

Click on **Save** to close the complaint.



Closed Details

Save

Complaint No. Date

Name

Details More

Close Details

Closed By *

Date

Amount

Notes

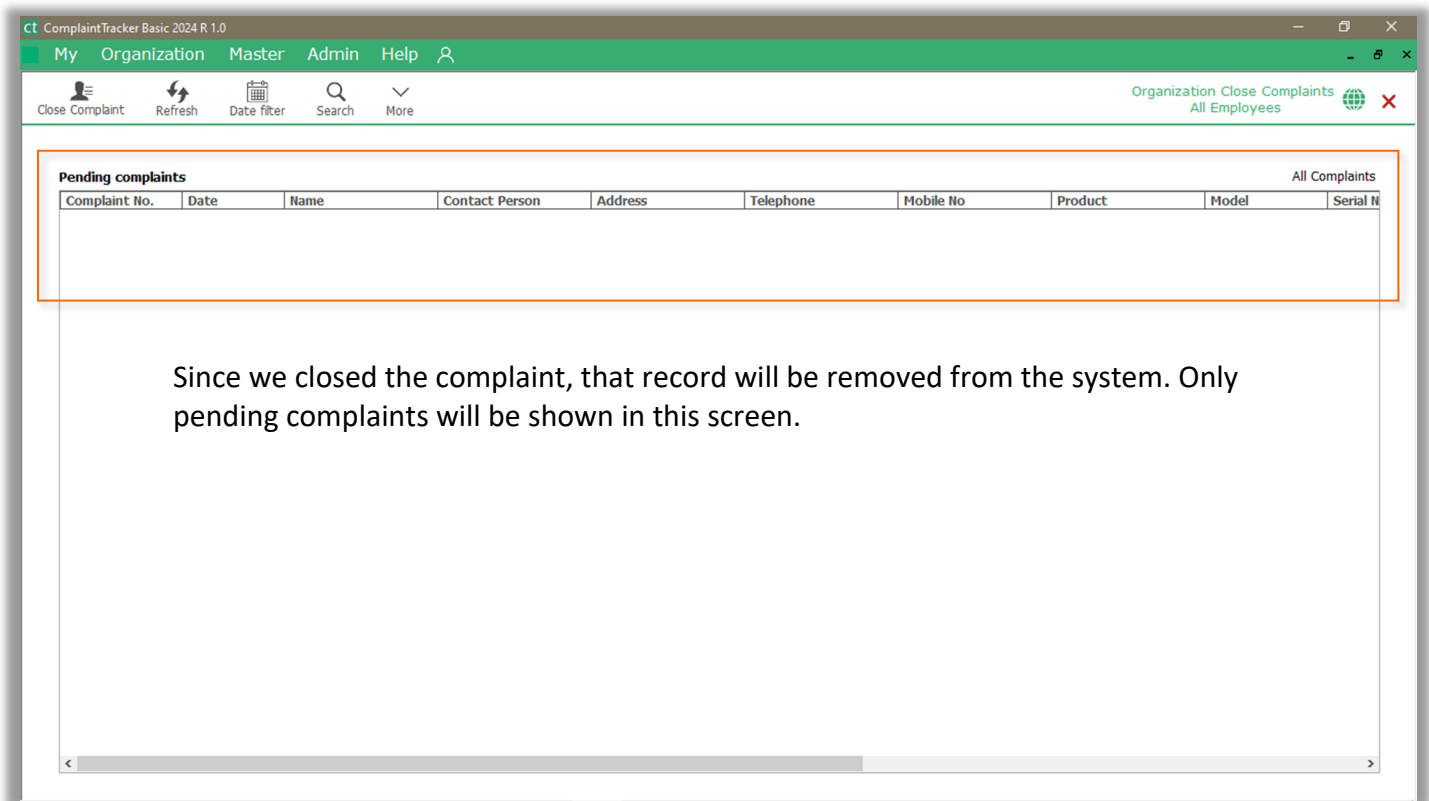
36/250

ComplaintTracker

Complaint Closed

OK

Complaint Closed successfully. Click on **OK**.



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My Organization Master Admin Help

Close Complaint Refresh Date filter Search More

Organization Close Complaints All Employees

Pending complaints All Complaints

Complaint No.	Date	Name	Contact Person	Address	Telephone	Mobile No	Product	Model	Serial N
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Since we closed the complaint, that record will be removed from the system. Only pending complaints will be shown in this screen.

Congratulations

You have successfully closed your Complaint in
ComplaintTracker

Thank you

We hope this was helpful. Kindly Call us or WhatsApp +91.99 201 401 00 for any queries.

We recommend you to see our **How to view Report** Help file Next.

For more info visit: <https://www.spinso.com>