



Basic edition

ComplaintTracker

manage customer complaints



Closing a Complaint (Trial edition)

Step by step guide to close a complaint in ComplaintTracker Basic.

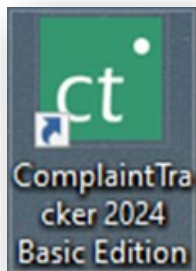
1

INDEX

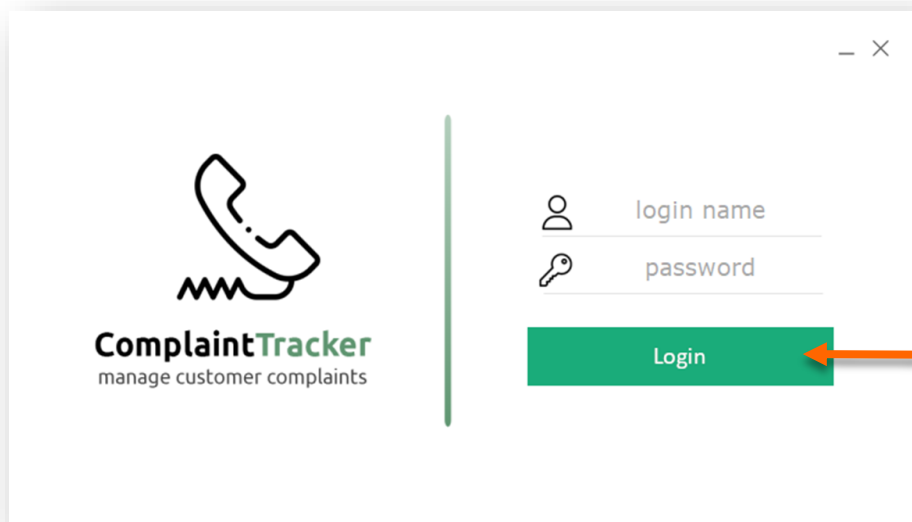
Steps

1. Index _____ Pg 2
2. Login _____ Pg 3
3. Close a Complaint _____ Pg 4

2 LOGIN



Start **ComplaintTracker**

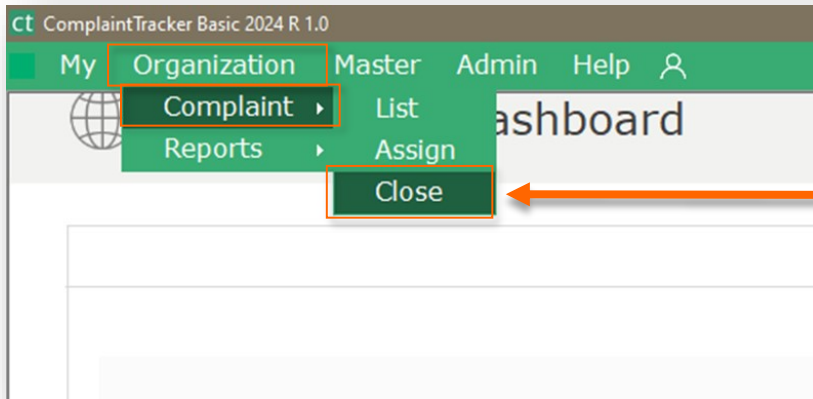


Enter Login name and password

Click on **Login**

3

Close a Complaint



Go to

Organization > Complaint > Close

ComplaintTracker Basic 2024 R 1.0

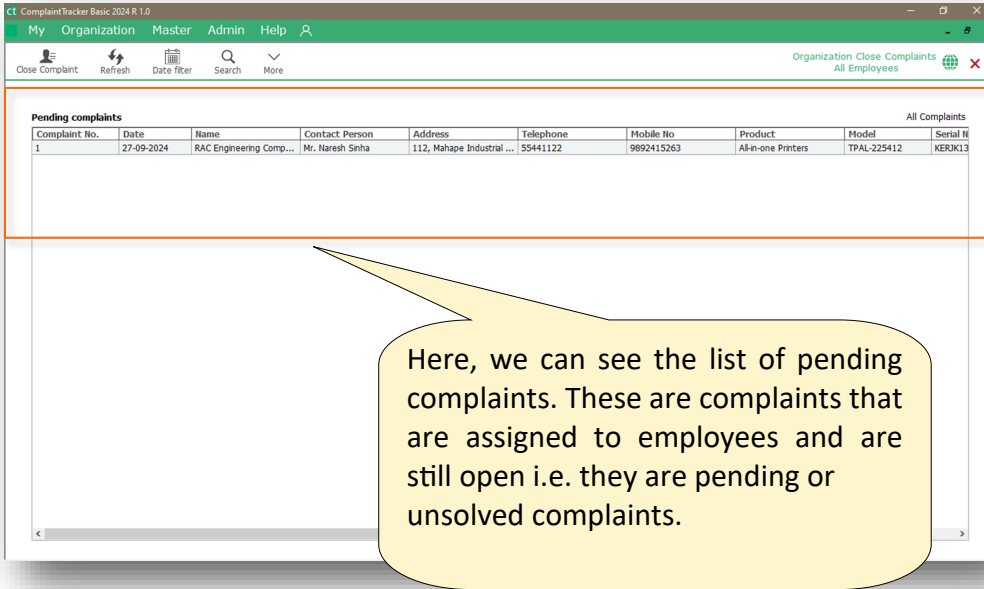
My Organization Master Admin Help

Close Complaint Refresh Date filter Search More

Organization Close Complaints All Employees

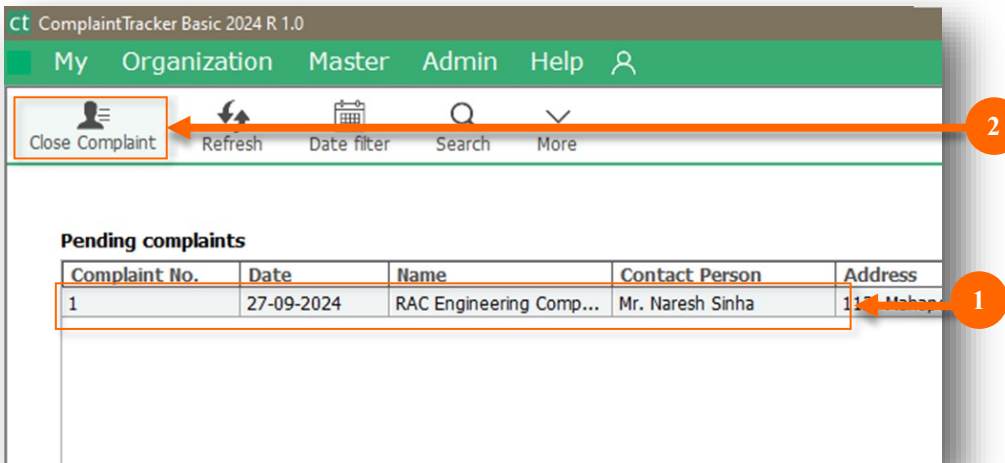
Pending complaints All Complaints

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



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 No
1	27-09-2024	RAC Engineering Comp...	Mr. Naresh Sinha	112, Mahape Industrial ...	55441122	9892415263	All-in-one Printers	TPAL-225412	KERJK13



2

1

Close Complaint

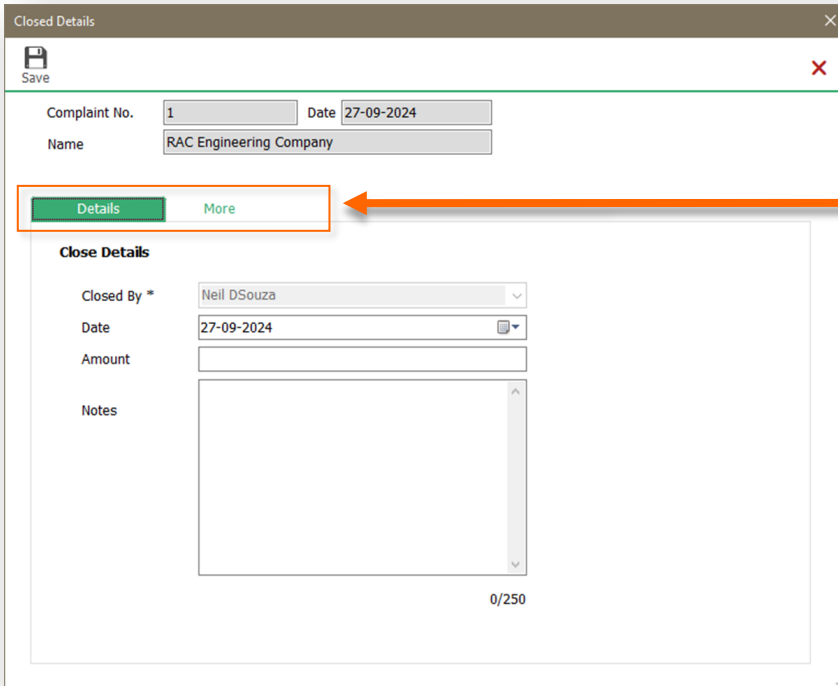
Pending complaints

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

To Close a complaint.

1. Select a pending complaint from the list
2. Click on **Close Complaint**

Closed Details Window will open.



Save

Complaint No. 1 Date 27-09-2024

Name RAC Engineering Company

Details More

Close Details

Closed By * Neil DSouza

Date 27-09-2024

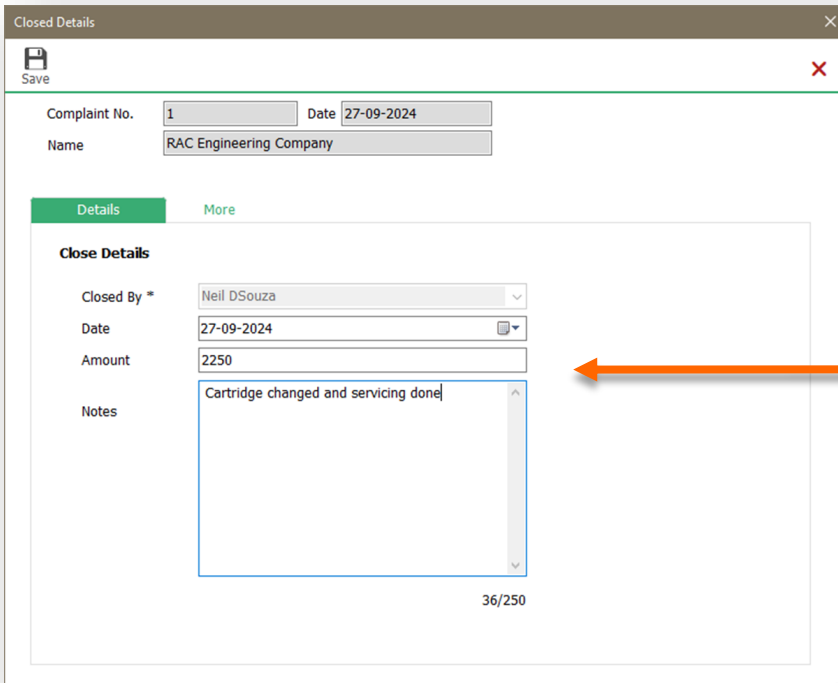
Amount

Notes

0/250

Here, we can see two tabs:

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



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
<p>Since we closed the complaint, that record will be removed from the system. Only pending complaints will be shown in this screen.</p>									



Congratulations

You have successfully closed your Complaint in
ComplaintTracker

Thank you

For more information

Kindly Call us or WhatsApp **+91.99 201 401 00** for any queries.

For more info visit: spinso.com

Next step



Reports

how to view reports in ComplaintTracker Basic

[CT Basic How-To-View-Report.pdf](#)

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