



# SPINSO<sup>®</sup>



Lite edition

## ComplaintTracker

manage customer complaints

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## Closing a Complaint

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

# 1

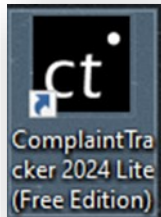
# INDEX

## Steps

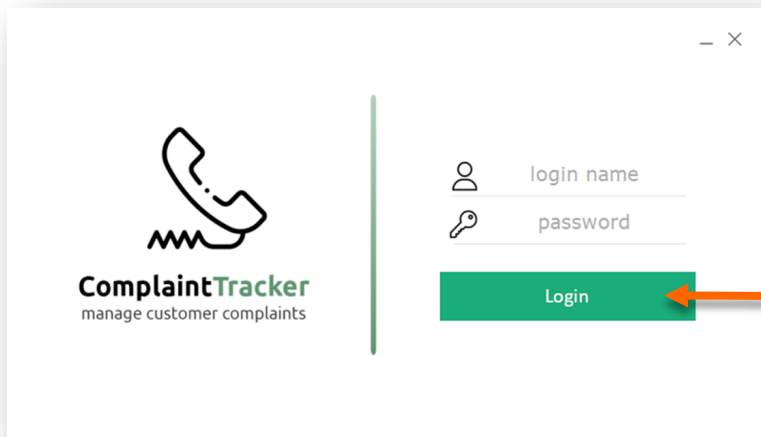
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1. Index \_\_\_\_\_ Pg 2
2. Login \_\_\_\_\_ Pg 3
3. Close a Complaint \_\_\_\_\_ Pg 4

# 2 LOGIN



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

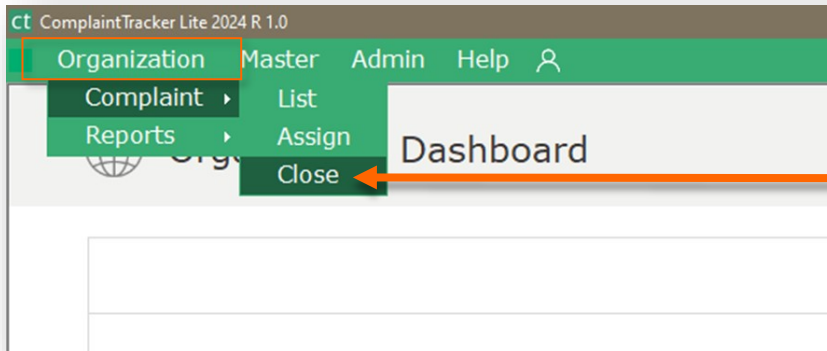


Enter Login name and password

Click on **Login**

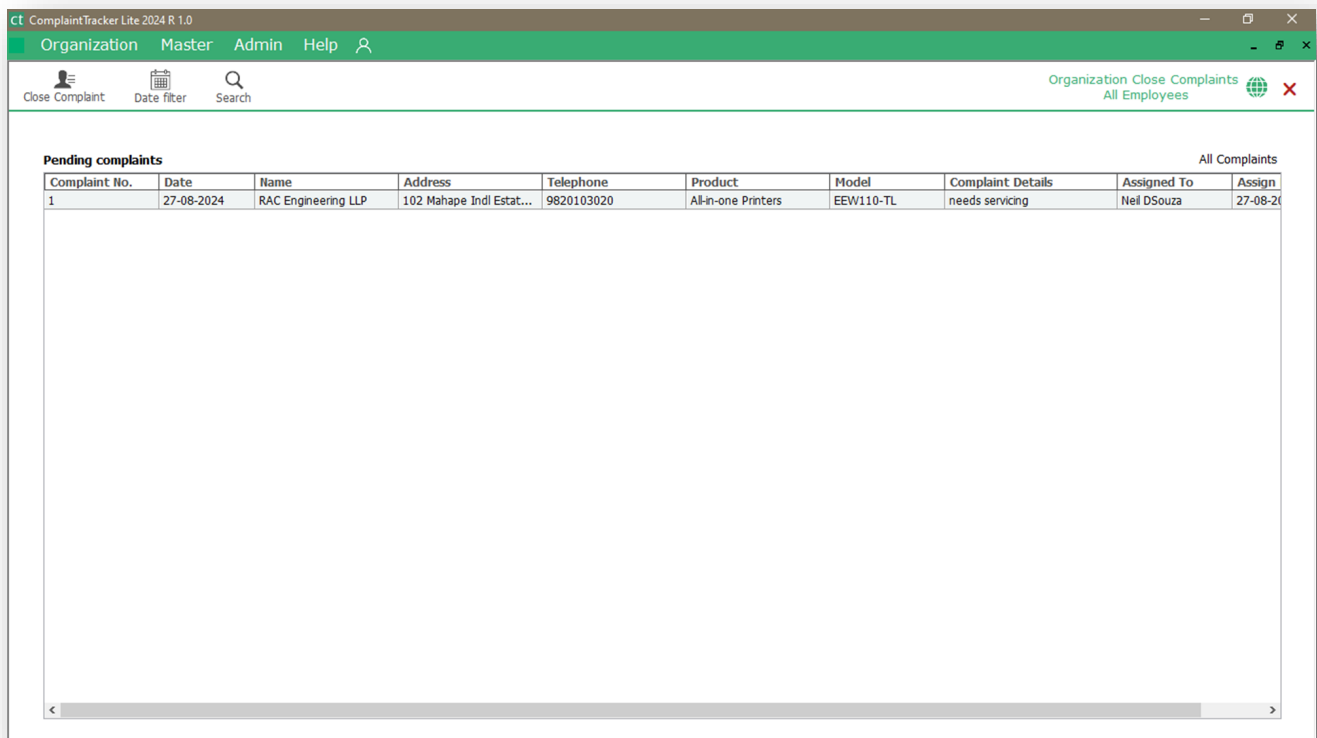
# 3

## Close a Complaint



Go to

**Organization > Complaint > Close**



Here you can view the pending complaints and close them.

CT ComplaintTracker Lite 2024 R 1.0

Organization Master Admin Help

Close Complaint Date filter Search

Organization Close Complaints All Employees

Pending complaints

Complaint No.	Date	Name	Address	Telephone	Product	Model	Complaint Details	Assigned To	Assign
1	27-08-2024	RAC Engineering LLP	102 Mahape Indl Estat...	9820103020	AI-n-one Printers	EEW110-TL	needs servicing	Neil DSouza	27-08-21

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.

CT ComplaintTracker Lite 2024 R 1.0

Organization Master Admin Help

Close Complaint Date filter Search

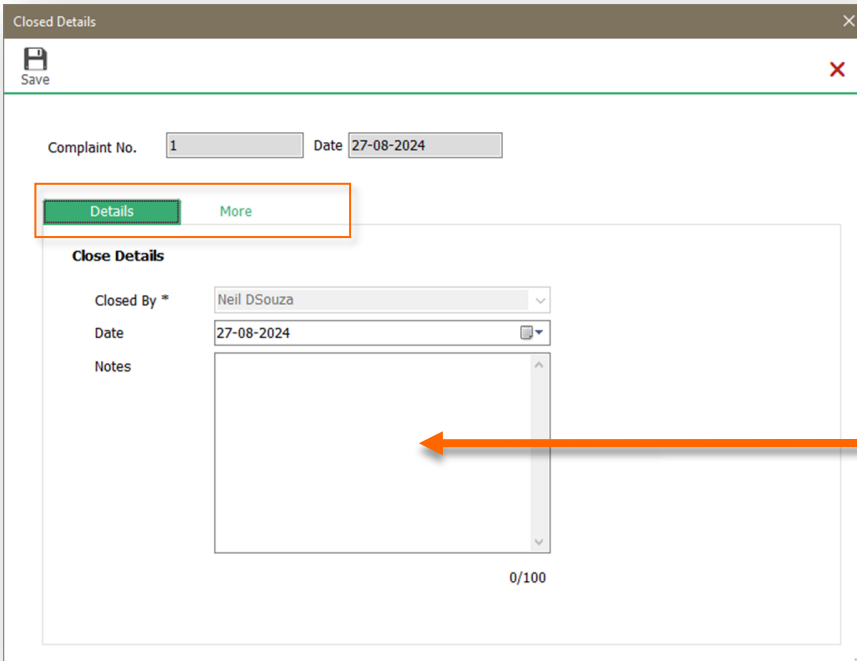
Pending complaints

Complaint No.	Date	Name	Address	Tele
1	27-08-2024	RAC Engineering LLP	102 Mahape Indl Estat...	9820

To Close a complaint.

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

**Closed Details** Window will open.



Closed Details

Save

Complaint No.  Date

**Details** More

**Close Details**

Closed By \*

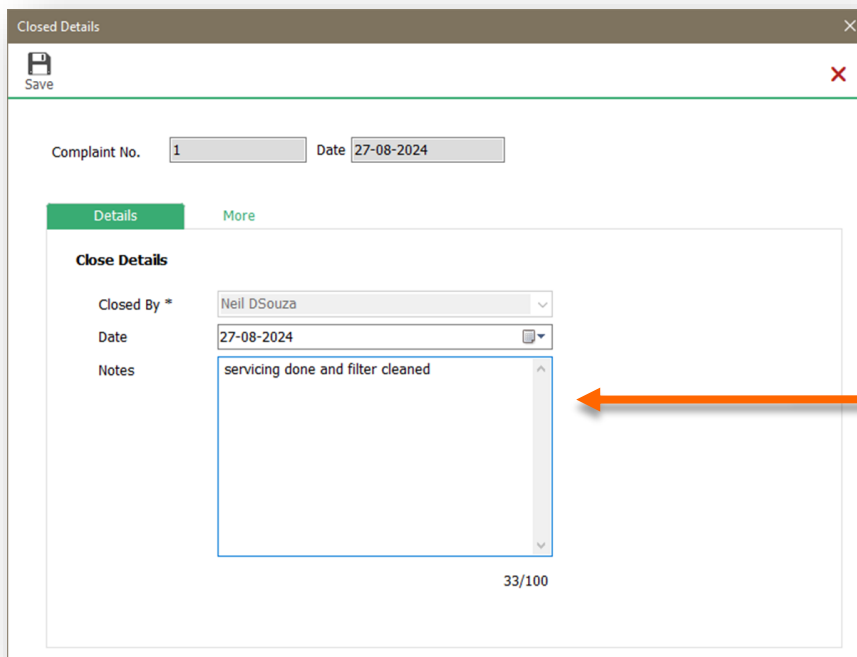
Date

Notes

0/100

Here, we can see two tabs:

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



Closed Details

Save

Complaint No.  Date

**Details** More

**Close Details**

Closed By \*

Date

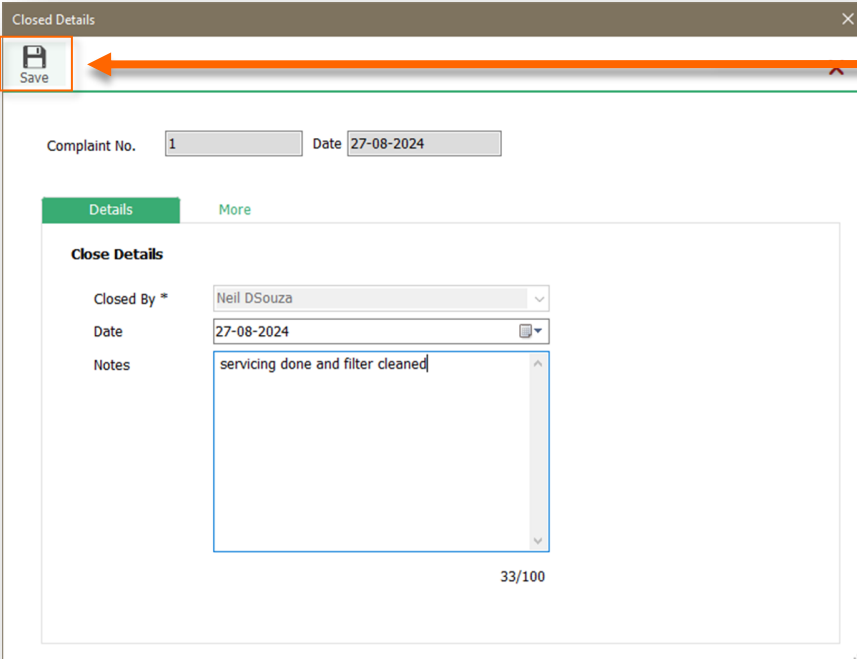
Notes

servicing done and filter cleaned

33/100

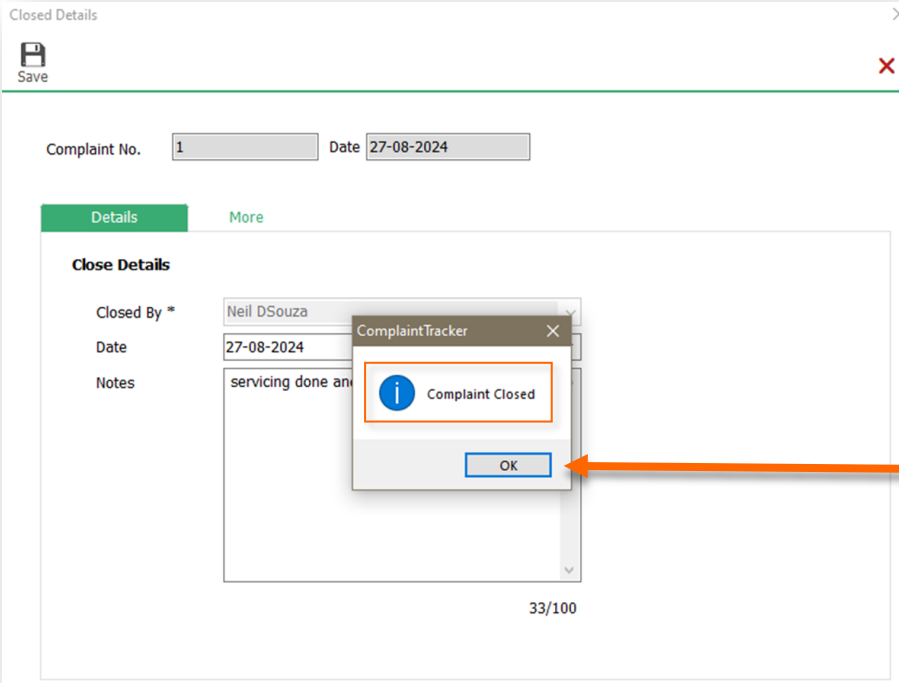
**Details** Tab:

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



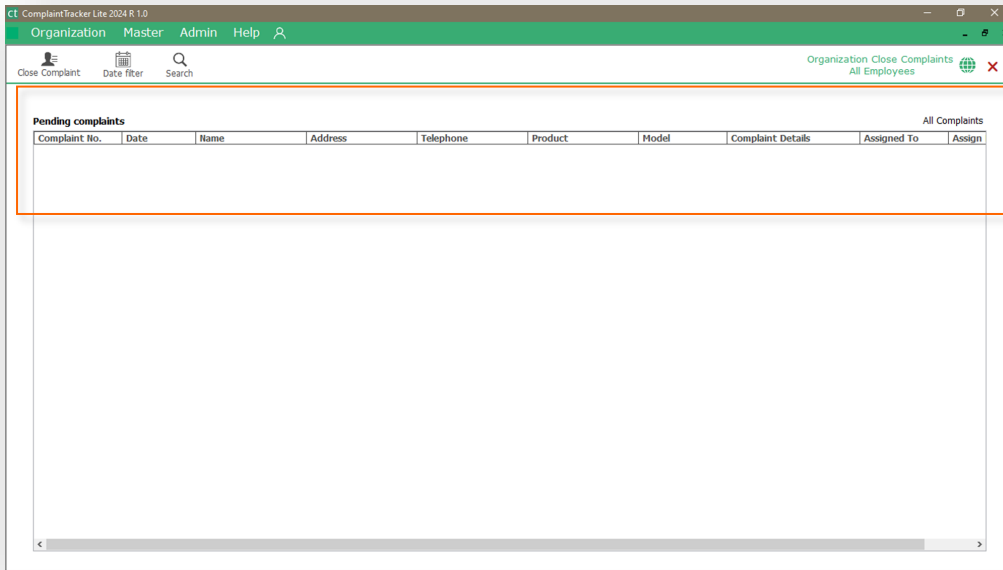
The screenshot shows the 'Closed Details' form. At the top left, there is a 'Save' button with a floppy disk icon. An orange arrow points from the text 'Click on Save to close the complaint.' to this button. The form contains fields for 'Complaint No.' (value: 1) and 'Date' (value: 27-08-2024). Below these are tabs for 'Details' and 'More'. Under the 'Details' tab, there is a section titled 'Close Details' with fields for 'Closed By \*' (value: Neil DSouza), 'Date' (value: 27-08-2024), and 'Notes' (value: servicing done and filter cleaned). A character count '33/100' is visible at the bottom right of the notes area.

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



The screenshot shows the 'Closed Details' form with a 'Complaint Closed' dialog box overlaid. The dialog box has a blue information icon, the text 'Complaint Closed', and an 'OK' button. An orange arrow points from the text 'Complaint Closed successfully. Click on OK.' to the 'OK' button. The background form is the same as the previous screenshot, showing the 'Closed Details' section with the same values.

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



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

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## For more information

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

For more info visit: [spinso.com](https://spinso.com)

### Next step



#### Reports

how to view reports in ComplaintTracker Lite

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

# SPINSO

Celebrating

# 25

years in business

## Other software products

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### **SalesTracker**

manage leads & follow-ups



### **ServiceDesk**

manage warranties & AMC



### **TimeTracker**

manage timesheet & approvals



### **QuotationTracker**

create professional quotation

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