

Complaint

Quick Reference Guide



Complaint Form Section Guide:

Form Section	Key Information
1. Form Information	Begin process of creating complaint. WellSTAR requires Users to check the "I am not a Robot" box before proceeding. This authentication is to ensure security.
2. Reported By	This section is not required and user may remain anonymous.
3. Complaint Information	Enter information related to the Complaint. Provide as much detail related to the issue and location as possible to assist in the investigation. Submit form.
4. Confirmation	WellSTAR confirms if the submittal was successful.
5. Document Upload	Upload any relevant documents provided by complainant.
6. Complaint Attributes	<p>Enter complaint attributes such as:</p> <ul style="list-style-type: none"> • Status • Location Information <p>Open the 4 tabs to associate related events to the Complaint;</p> <ul style="list-style-type: none"> • Associated Inspections • Associated Complaints • Associated Compliance • Associated Incidents
7. Review Comments	Add comments as necessary about the review.
8. Review	Internal user sets review status: Approved or Denied