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	Enter complaint attributes such as: • Status • Location Information Open the 4 tabs to associate related events to the Complaint; • 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

Review Complaints

1. Open **My Tasks** from home 🏠 screen and select the blue **Complaint Review** task link. Complaint Review
2. Click the **Edit** button. Edit
3. Set the **Assigned To** box to your name from the drop down list.
4. Status will automatically change to **In Progress**.
5. Click **Save**. Save
6. Click the blue **Form** hyperlink to open the form.
7. Review the data submittal.
8. Update complaint status and associated attributes in **Section 6. Reviewer Fields.**
9. If needed add comments to **Section 7. Review comments.**
10. In **Section 8**, set **Status** of the review to **Approve or Deny.**