

Complaint: Close a complaint

Overview

In this section, you will find information about:

- Input the customer satisfaction
- What has to be done before closing a complaint

Concerned profiles:

ALL

Step By Step

Table of content

- [In this section, you will find information about:](#)
 - [Input the customer satisfaction](#)
 - [What has to be done before closing a complaint](#)
 - [Concerned profiles:](#)
 - [ALL](#)
- [Step By Step](#)
 - [Close Open Tasks](#)
- [Related articles](#)
- [Need help?](#)

Close Open Tasks

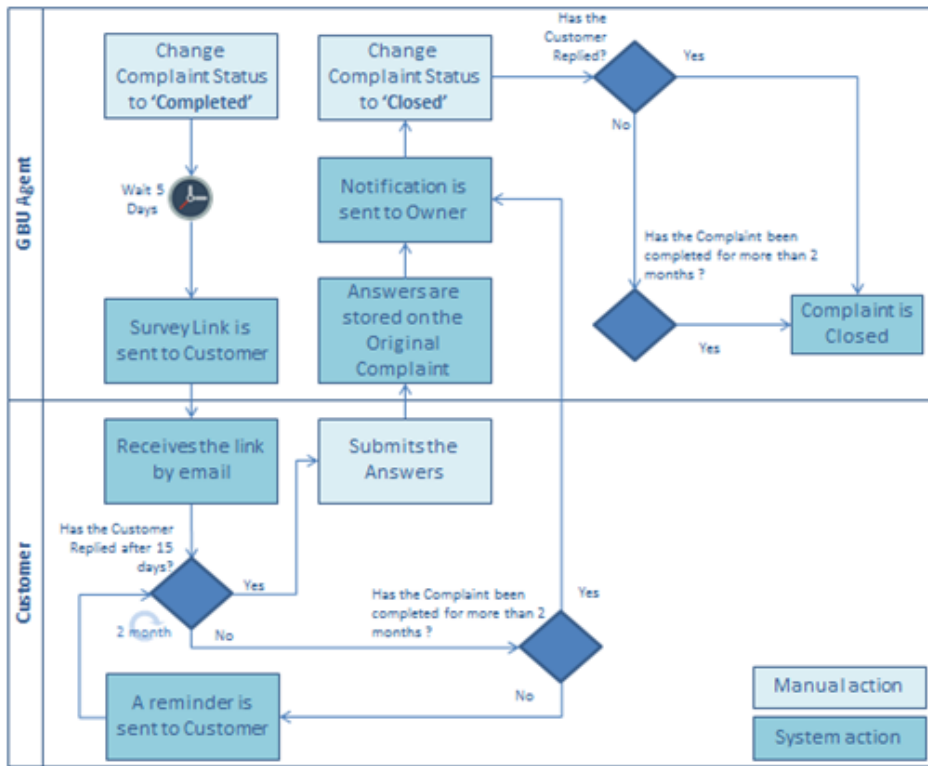
•On the Investigation or Review phase, Laurie has created some tasks and assignee them to colleagues in order for them to help on the investigation.
•Laurie will receive a notification when her colleague Hugo will Close is tasks so she be able to be informed and to make sure that all Tasks are completed before closing the Complaint.
•If Hugo will not be able to complete his task before the Due Date, Laurie will be also notify in order to be able to ask Hugo to complete it.

Open Activities		New Task							
Action	Subject	Name	Task	Due Date	Status	Priority	Assigned To	Task/Event Record Type	
Edit / Close	Complaint Task	John	✓	15-09-2016	Not Started	Normal	Hugo Costa	Complaint Task	

After the communication is sent and the Complaint is set to Complete,

The contact will automatically receive a Survey requesting feedback

- 7 Days after a Complaint is Completed, a link to a Survey will be automatically sent to the Customer email.



• Once the Customer completes the survey, the answers are stored on the original Complaint, the Owner is notified.

•I

f
t
h
e
C
u
s
t
o
m
e
r
d
o
e
s
n
o
t
c
o
m
p
l
e
t
e
t
h
e
s
u
r
v
e
y,
it
w
i
l
l
r
e
c
e
i
v
e
a
r
e
m
i
n
d
e
r
e
v
e
ry
1
5
D
a
y
s,
d
u
r
i
n
g
2
M
o
n
t
h
(
4
r
e
m
i
n
d
e

rs
). After 2 months without response from the Customer, notification is sent to the owner.

• The owner then reviewed what a total tasks are completed, and that the Complaint can be closed.

• After reviewing in general tasks, Roger closes the complaint. • Once the complaint is closed, it is considered as archived

Case
00003709

Customize Page | Printable View | Help for this Page

Click to add topics: ?

Show Feed

Case Customer Contacts (2) | Open Activities (2) | Case Team (2) | Case Comments (2) | Activity History (6) | Case History (2) | Google Docs & Attachments (2) | Mail Reports (2)

Edit | Delete | Close Case

Send Acknowledgement Mail | Send Customer Response | Generate RD Report | Send Internal Email

1. Complaint Registration

2. Under Investigation

3. Customer Response Under Review

4. Customer Communication

5. Complaint Closure

This is a closed Case and cannot be edited. Only a System Administrator can edit a closed Case. If any changes are needed, please use the Need Help functionality to contact the Support Team.

Case Information

Case Number	00003709	Status	Closed
Case Owner	Hugo Costa Change	Severity	Standard
Ship To Account	RD ACCOUNT TEST 2	Motive	Delivery
Customer Classification		Sub-Motive	Customer requirements not respected
Sold To Account	TEST	Motive & Submotive Definition	Google Drive Url
Partner Type	Sold-to & Ship-to	Confidential	☐
GBU	Peroxides	Solvay Company	☐
BU	Peroxides	Case Currency	EUR

and only a System Administrator will be able to edit or reopen the closed Case.

• This is reflected with a message under the Complaint flow chart.

For GBUNOVECARE, if the complaint severity is C

▼ Recurrence Prevention & Effectiveness Verification

Due Date ?

Corrective Actions Effective ?

(8D) Effectiveness Assessment Details ?

Product has been phased out. No action plan.

Effectiveness Responsible ?



ri
ti
c
al
o
r
M
aj
o
r,
t
h
e
n
t
h
e
fi
el
d
C
o
rr
e
ct
iv
e
a
ct
io
n
s
e
ff
e
ct
iv
e
is
m
a
n
d
a
t
o
ry
(
Y
e
s
o
r
N
o
)
If
w
e
w
a
n
t
t
o
c
h
a
n
g
e
t
h
e
st
a
t
u
s

t
o
c
l
o
s
e.

If
t
h
e
f
i
e
l
d
c
o
r
r
e
c
t
i
v
e
a
c
t
i
o
n
s
a
f
f
e
c
t
i
v
e
i
s
y
e
s,
t
h
e
n
t
h
e
f
o
l
l
o
w
i
n
g
f
i
e
l
d
s
a
r
e
m
a
n
d
a
t
o
r
y
w
h
e
n
w
e
w
a
n
t
t
o
c
h
a
n

g
e
t
h
e
s
t
a
t
u
s
t
o
c
l
o
s
e.
-
C
o
m
p
l
e
t
e
d
d
a
t
e
E
f
f
e
c
t
i
v
e
a
s
s
e
s
s
m
e
n
t
d
e
t
a
i
l
s
E
f
f
e
c
t
i
v
e
r
e
s
p
o
n
s
i
b
i
l
i
t
y

[Back to the top](#)

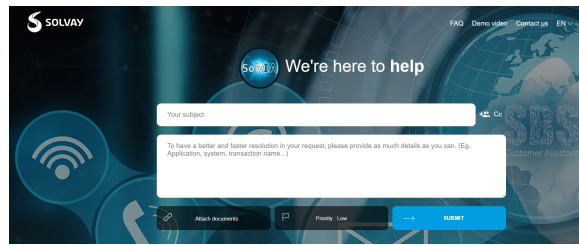
Related articles

- [Complaint: Create a complaint](#)
- [Complaint: Sending the Acknowledgement Email](#)
- [Complaint: Internal Investigation](#)
- [Complaint: Commercial Response](#)
- [Complaint: Customer Communication](#)

Need help?

To request any support or if you have identified a bug or incident , please create a Freshdesk ticket using Solvia platform : <https://solvia.solvay.com/>

- [Complaint: Related Lists](#)
- [Complaint: Reporting on Complaints](#)



The screenshot shows the SOLVAY support portal. At the top left is the SOLVAY logo. At the top right are links for FAQ, Demo video, Contact us, and language options EN and FR. The main heading is "We're here to help" with a SOLVAY logo icon. Below this is a "Your subject" input field. A note below the field states: "To have a better and faster resolution in your request, please provide as much details as you can. (Eg. Application, system, transaction name,...)". At the bottom left is an "Attach documents" button with a paper icon. At the bottom right is a "Priority" dropdown menu currently set to "Low" and a blue "SUBMIT" button.

you can copy users with email address , default priority is Low , then Submit . We advise you to put keywords in subject to ease dispatching to correct Agent : CRM - Complaint for example