

# 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

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### Close Open Tasks

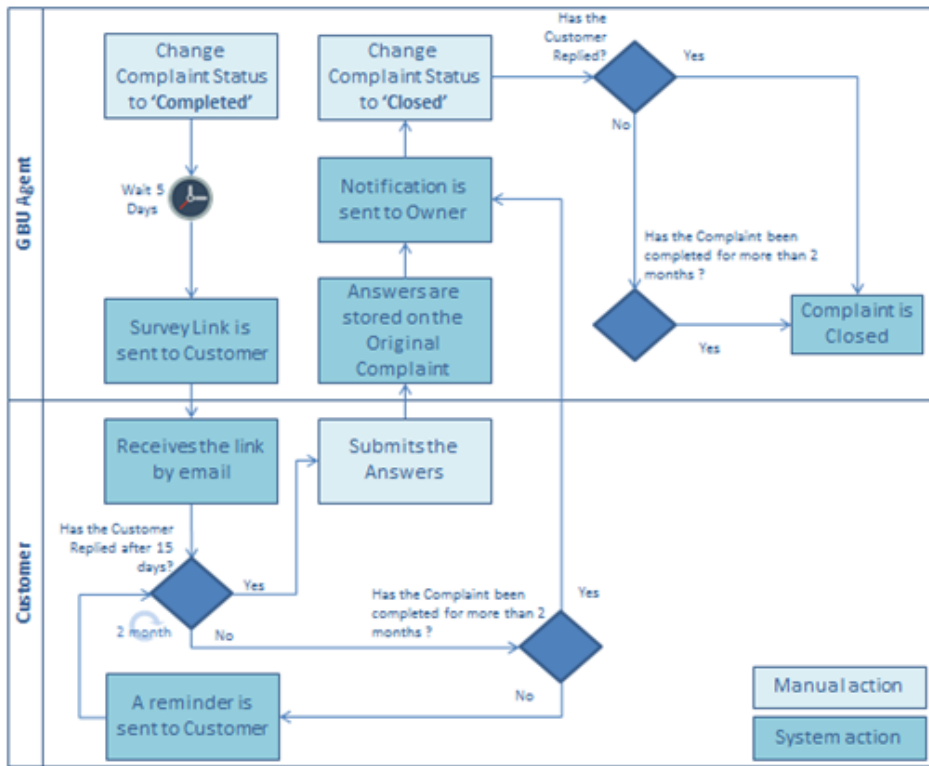
•On the Investigation or Review phase, Laurie has created some tasks and assignee them to colleagues in order for them to help on the investigation.  
•Laurie will receive a notification when her colleague Hugo will Close is tasks so she be able to be informed and to make sure that all Tasks are completed 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	
<a href="#">Edit</a> / <a href="#">Close</a>	<a href="#">Complaint Task</a>	<a href="#">John</a>	✓	15-09-2016	Not Started	Normal	<a href="#">Hugo Costa</a>	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's email.



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

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

• The owner of the review states that all tasks are completed, and that the Complaint can be closed.

• After reviewing legal tasks, Roger closed the Complaint. • Once the Complaint is closed, it is considered as a archive

Case 00003709 Customize Page | Printable View | Help for this Page

Click to add topics: ?

Show Feed

Case Customer Contacts | Open Activities | Case Team | Case Comments | Activity History | Case History | Google Docs & Attachments | Visit Reports

**Case Details**

Edit Delete Close Case

Send Acknowledgement Mail Send Customer Response Generate ID Report Send Internal Email

1. Complaint Registration → 2. Under Investigation → 3. Customer Response Under Review → 4. Customer Communication → 5. Complaint Closure

**i** 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	<a href="#">Hugo Costa</a> <a href="#">Change</a>	Severity	Standard
Ship To Account	<a href="#">RD ACCOUNT TEST 2</a>	Motive	Delivery
Customer Classification		Sub-Motive	Customer requirements not respected
Sold To Account	<a href="#">TEST</a>	Motive & Submotive Definition	<a href="#">Google Drive Url</a>
Partner Type	Sold-to & Ship-to	Confidential	<input type="checkbox"/>
GBU	Perioxides	Solvay Company	<input type="checkbox"/>
BU	Perioxides	Case Currency	EUR

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• 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 ?



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## Related articles

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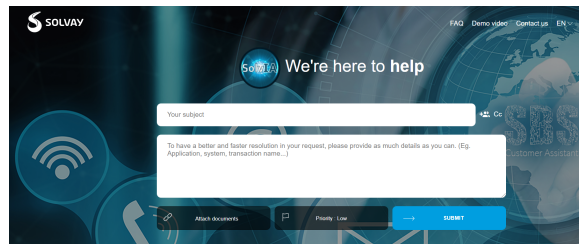
- [Complaint: Create a complaint](#)
- [Complaint: Sending the Acknowledgement Email](#)
- [Complaint: Internal Investigation](#)
- [Complaint: Commercial Response](#)
- [Complaint: Customer Communication](#)

## Need help?

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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 SOLWAY support portal interface. At the top left is the SOLWAY logo. In the top right corner, there are links for 'FAQ', 'Demo video', 'Contact us', and 'EN'. The main heading is 'We're here to help'. Below this is a form with a 'Your subject' input field. A note below the input field reads: '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 of the form, there is an 'Attach documents' button, a 'Priority: Low' dropdown menu, and a '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*