SolvSafety User Guide – Report a Complaint

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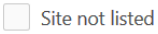
Overview

Overarching policy	This user guide is implementing the Client Feedback and Complaints Policy
System	Incident and Feedback System (SolvSafety).
Purpose	This document provides information on how to report a Complaint (including informally managed complaints) using SolvSafety.
	This User Guide does not tell you about every field on the form but only about those fields where additional information may be useful. It should be read in conjunction with the related documents.
Who does this apply to?	Anyone who wants to report a Complaint using either the SolvSafety Portal or as a logged in System User.
Effective Date	12/10/2023

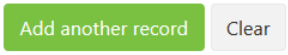
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Standard Form Features and Behaviour

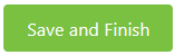
Symbols, buttons etc

*	A red asterisk indicates a field that that must be completed before the form can be saved
	Hovering the cursor over the question mark will display the help associated with a field
	Clicking on the down arrow shows a dropdown list – this may cause additional hidden fields to be displayed
	Clicking on a box will tick it – this may cause additional hidden fields to be displayed. Click again to untick (remember to clear any data in fields that will be hidden)

Record buttons

What is a Record?	A record consists of one or more fields that may be repeated if you have additional data.
	The green button will convert the current contents of the data entry field(s) for the relevant record into an entry in a list (see screenshot below), clearing the data entry field(s) for a new entry to be created. The clear button will clear whatever is currently in those data entry field(s).
	Edit – copies the record back into the data entry fields Delete – discards the record
	Any data currently in the data entry fields will be overwritten! It is a good idea to select *Add Another Record* to clear the fields before selecting Edit. NOTE: You may need to ask the CI Team to re-open if already closed.
What happens when the form is saved? 	When the form is saved any record in the list will be saved to the database together with any data in the data entry fields. So, if you have 4 records in the list and have entered the data for a fifth record, but not selected *Add Another Record* yet, there will be 5 records saved to the database.

Save buttons





Mandatory fields must be filled in when you select *Save and Finish* or an error will be reported.



Provided that a form meets minimum criteria a logged in user can select the *Save as Draft* button.

- A draft of the form is saved without performing any validation
- the form is not finalized e.g., if it is a report no email is sent to the owner.

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Hidden fields

Hidden fields and panes	The choices you make on the form (e.g., choosing from a list or ticking a checkbox) may result in some data entry fields being displayed or hidden. This is so that you don't have to fill in fields that are not relevant.

How to clear a field

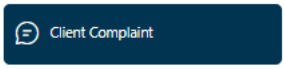
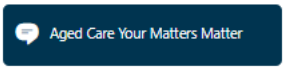
Date fields	There is a *Clear* button on the date selector.
Records	Use the *Delete* button for entries in the list. Use the *Clear* button for the current record entry
Dropdown lists	At the top of the list there is always an option labelled *Select*. Choose this.
Checkboxes	Click to untick.
Text fields	Manually delete the text – select the text and hit the backspace key.

Validation of Fields

Email Addresses and phone numbers	There is no validation of email addresses or of phone numbers.
Date Validation	There is limited date validation, so it is up to you to check that the date you have entered makes sense when compared with other dates on the same report.

Opening the Report Complaint Form

Portal Users with access to Salvos Central

Go to the Portal	Access the SolvSafety - Portal located on Salvos Central under 'My Apps'. 
To open the form	Click on the Client Complaint Icon   For Aged Care do not use this module. Use the 'Aged Care Your Matter Matters' module instead. 

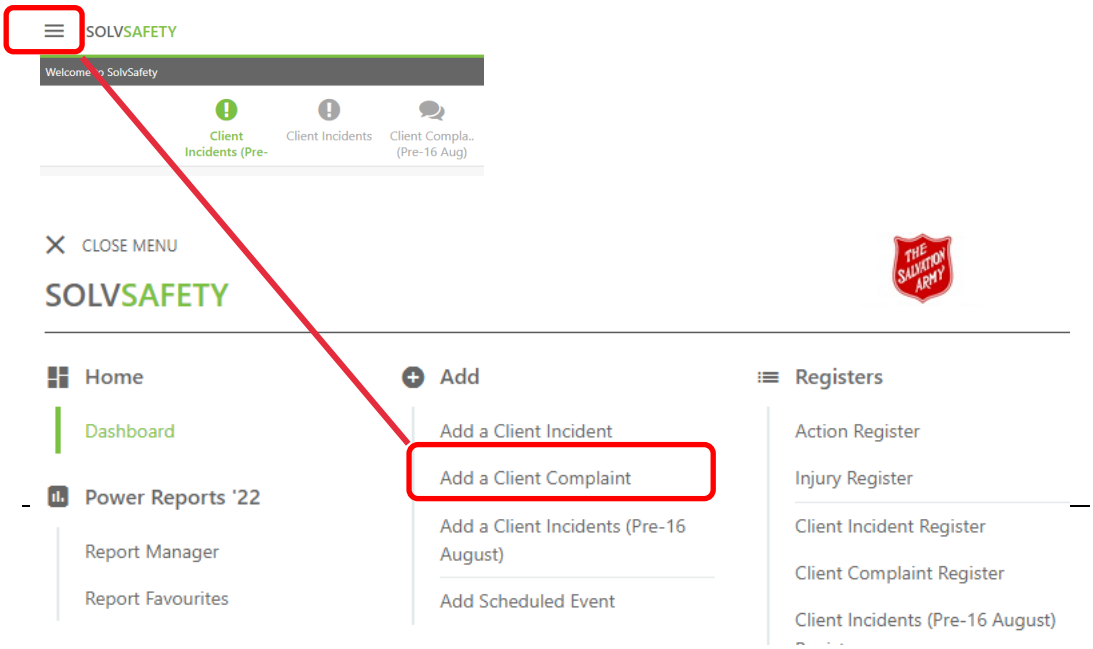
Portal Users without access to Salvos Central (e.g., Volunteers)

Go to the portal	Access *Salvation Army Incident and Feedback Reporting* from the 'VolHQ' icon on 'MySalvos'
To open the form	Click on the Client Complaint form. 

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System Users

URL	Solv - Login (if the link does not work then paste *https://app.solv.com.au/#/app/login* into your preferred web browser search bar).
Username	Your TSA email address.
Password	Will have been emailed to you but can be reset from the login page.
Your Home Page	Most users will see their My Tasks page
	For assistance if you cannot log in, please advise the Continuous Improvement Team through the submission of the *HR Query Form* found in the Service Now icon on Salvos Central. In the meanwhile, you can make a report via the portal.
To open the form	On the top Menu bar open the drop-down menu, and under the *Add* Button select *Add a Client Complaint*.



Completing the Form

	Scroll up and down the form to identify which sections you believe you will need to fill in and which fields are mandatory
	This User Guide does not tell you about every field on the form only about those fields where additional information may be useful

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Section 1. Complaint Details

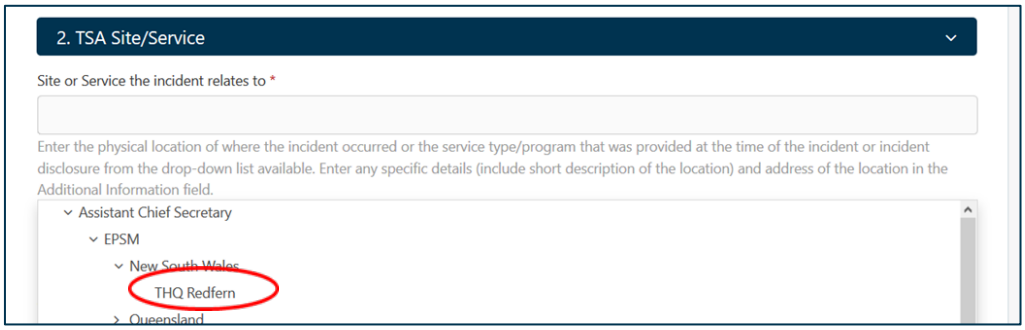
	This section contains mandatory fields and hidden fields.
Dates and times	The date/time of the occurrence of the event that the client is complaining about is recorded in this section. If the date/time TSA was Notified is different to the Occurrence date, it is recorded in Section 5. The date of multiple occurrences of the same complaint event also needs to be recorded in Section 5.

Complaint Categorisation

Mission/Stream	*Mission/Stream* is a Mandatory Field. It identifies the specific Mission responsible. It's critical that you know and select the correct Mission you sit under so that the appropriate 'Complaint Group' for your specific Mission is displayed in the next field.
Complaint Group and Type	*Complaint Group* is a Mandatory Field. When the *Complaint Group* field is populated with a listed option, an additional mandatory field *Complaint Type* will be displayed. Selecting the *Complaint Group* determines which *Complaint Types* you will be able to select from.
	A link to the *Feedback Categorisation Table* specific to each mission, that explains more about the Categorisation of complaints within TSA, is provided in this section of the form.
What if I'm still not sure?	Ideally contact your manager or team leader for advice, otherwise refer to the definitions section of the mission specific categorisation table for guidance. NOTE: if wrongly categorised, senior leaders may be unnecessarily notified.
What if my choice isn't the best one?	The Complaint Owner will always review the Group and Type. They may change your original selection.

Section 2. TSA Site/Service

	Site/Service is a Mandatory Field
Selection by drill down	To select a site and service you must work your way down the drop down structure identified with the '>' symbol until there are no more drop down options as per the image below, where 'THQ Redfern' is the only option that can be selected



Selection by search	You can start typing the name of the Site/Service and will see options matching your search string

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Be careful when selecting a Site/Service as the full path must be correct.

e.g., Searching for Leongatha Corps will turn up 5 quite different answers, depending on the mission involved

1. Division>Victoria>Corps>Leongatha Corps
2. Doorways>Victoria>Leongatha Corps
3. Family & Domestic Violence>Victoria>Leongatha Corps

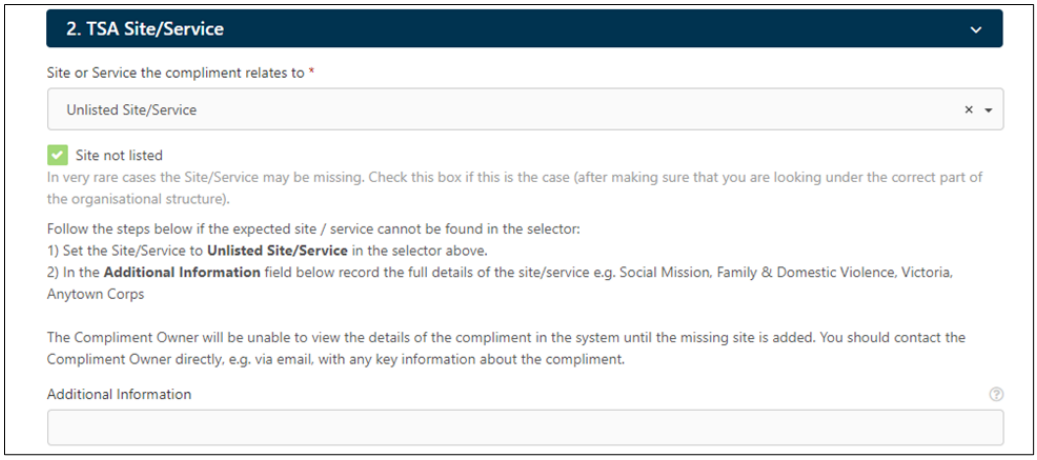
Etc.

There are a lot of entries so the search can be a little slow so be patient. If there is no match you will be shown an empty box.

Tick the *Does Complaint relate to an offsite Location?* if this condition applies.

What if the Site/Service is not listed?

1. Check the spelling you are using e.g., Surrey Hills (Victoria) or Surry Hills (NSW)
2. Ask you manager or someone else in your team for advice.
3. After the above have been tried unsuccessfully, tick the *Site Not Listed* checkbox and follow the instructions.



General Complaint (not site/location specific)

If the client complaint is general in nature and not related to a specific location, then initially select your own Site/Service.

Section 3. Description of the Complaint

Enter all relevant details regarding the complaint/s (see help text for examples)

This section contains one mandatory field that requires free text details to be entered.

Multiple complaints can be captured for the same complaint type made by either the same or different complainants within the same day/shift.

Each occurrence needs to be identified (e.g., occurrence 1, 2, 3 etc. to make it possible to cross-reference multiple complainant details to each occurrence in the free text box provided in section 5.

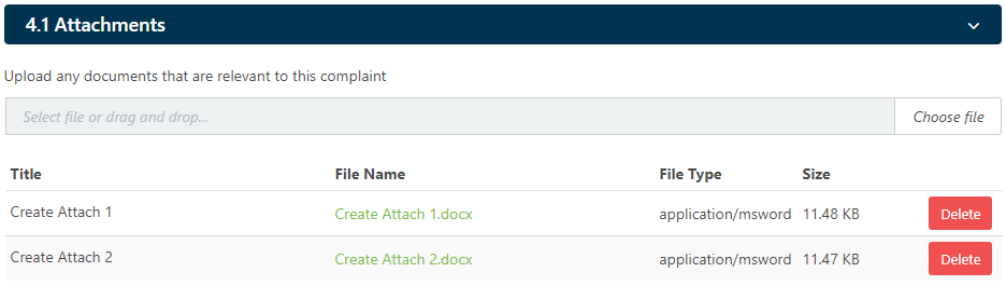
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Frontline Resolution

Is Complaint already resolved?	Tick the *Is Complaint already resolved?* Checkbox if this condition applies to the associated description text. The checkbox opens a hidden section that only applies to Frontline Managed Complaints. See the *Client Feedback and Complaints Procedure (GO_QA_PRO-02_TFBK).*

Section 4. Attachments

What are attachments	An attachment can be any kind of file e.g., Microsoft Office files like Word or Excel, Photos, PDFs, etc. NOTE: There is a 12MB limit to the file size of attachments. The uploading of reports of workplace investigations and images or video footage of any client abusive nature are not permitted.
	You may add none, one or many attachments related to the Complaint.
Adding attachments	You can add files to the record using either drag and drop or by browsing for the file on your device. As attachments are added they are listed in the Attachments pane of the form (see screenshot below).
File Naming	Make the file names as meaningful as possible to help the owner identify their purpose.
Viewing attachments	You can view any attachment by clicking on its name in the list.
Removing attachments	Files can be removed using the delete button.

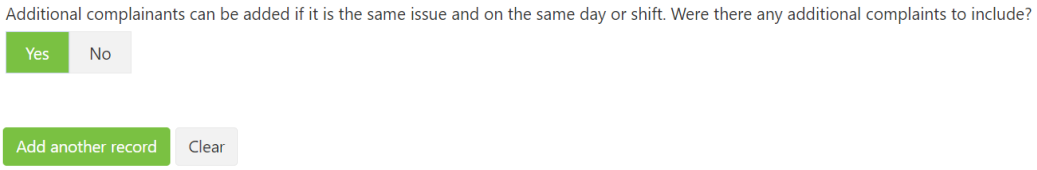


Section 5. Complainant Details

Provider of Complaint (Complainant)

	This section contains mandatory and optional fields and a hidden advocate section which is displayed when the *This person has an advocate* checkbox is selected.
Date/Time	If the date/time TSA was Notified is different to the Occurrence date, it is recorded in this section. The date of multiple occurrences of the same complaint event also need to be recorded in this section.

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Selecting Complainants details as Anonymous or Open	The selection of the complainant's details as anonymous or open is mandatory. If the anonymous option is selected, enter "Unknown" in the First name and Last name mandatory fields.
Selecting the "This person has an advocate" checkbox	When the "This person has an advocate" checkbox is selected, the Advocate For Complainant (Complainant) section will be displayed which contains a mandatory field and optional fields.
Does the person identify as	Select all that apply as per the checkboxes provided. This is mandatory.
System Reference	If applicable enter any other systems (CIMS/SAMIS/CARL/JSID/Other) where all or parts of the complaint have been entered.
Multiple Complainants	Enter details of all complainants to the same complaint type within the day/shift by initially selecting the "YES" button at the end of section 5. Further records can be entered by selecting "Add another record". Be sure to cross reference each complainant to the corresponding occurrence (1,2,3 etc.) by entering in the relevant detail in the free text field "Complainant expected outcomes" or by providing their name in section 3 for the relevant occurrence. 

Section 6. Recorder Details

Recorder of Feedback (You)

How is this section used?	Your name and email address will be included in the email that is sent to the owner when you save the form.
I'm logged in … do I need to complete this section?	Yes. The system cannot populate these fields for you.

Section 7. Complaint Owner

Select the Owner	Either start typing a name and the system will return a list of matches or you can scroll down the list. NOTE: Allow the system a few seconds to find the correct person for you after starting to type a name before assuming the person is not listed. The system has to search a very large database.
Who can I select?	You can only select from the list of registered system users.
When to assign to The CI Team	If you selected *Yes* for the *"Serious complaint where TSA personnel is the alleged person and/or owner conflict of interest"* fields, the ownership will automatically default to the Continuous Improvement Team ('CI Team THQ') who will assign the Complaint to the correct person in a way that means no-one else at that site can view the Complaint. NOTE: You should only select CI Team THQ if: • The alleged person is your line manager or someone else within your management structure who will see the complaint if assigned to your line manager;

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	• There is otherwise a conflict of interest (i.e. your line manager or someone else within your management structure has some kind of personal relationship with the alleged person or affected person, such as being a family member)
Who should I select?	Many TSA Personnel will select their Line Manager and you should do so unless you have been otherwise directed or you have identified you need to make the client complaint 'Confidential', in which case the Continuous Improvement team will be assigned.
What if the person isn't listed?	1. Check the spelling of their name e.g. in Outlook 2. Ask you manager or someone else in your team for advice. Sometimes a specific person may be appointed to manage Complaints for multiple sites/services. 3. After the above have been tried unsuccessfully, tick the missing owner checkbox and follow the instructions.
	If the expected owner is missing, you should consult *Feedback Categorisation and Definitions (GO_QA_CHA-01)* to determine whether it is necessary to tell that person about the Complaint by another means e.g. email/face to face just in case the Continuous Improvement Team cannot reassign the Complaint in a timely manner

Saving the Form as Draft (Logged in Users only)

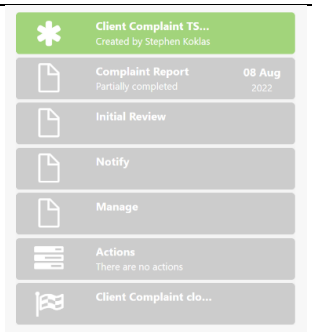
Save as Draft – Logged in users only

Save as Draft	If the Site/Service section is completed, logged in users may save the form for later completion.
	Portal users cannot save as draft
Summary Page	The *Summary Page* for the Complaint will be displayed (if you have permission to manage Complaints at the selected Site/Service).
	If you don't have permission to manage Complaints at the selected Site/Service, you won't be able to see the *Summary Page* or complete the Complaint Report. Managers can make and authorise a request for a member of personnel to be provided with access to the SolvSafety Incident and/or Feedback modules for the purposes of managing incidents/feedback using the *SolvSafety Access Request* Form in ServiceNow (HR).
Re-opening for edit	A Complaint Report can only be edited via its *Summary Page*

Summary Page – Progress Buttons

Progress Buttons	On the *Summary Page* for the Complaint • The first (green) progress button shows the Complaint Identifier • The second (grey) progress button shows that the Complaint Report is only partially complete. This button is used to reopen the report to complete it.
	It is a good idea to make a note of the Complaint ID so that you can quickly and easily locate the Complaint if you don't plan to complete it immediately.

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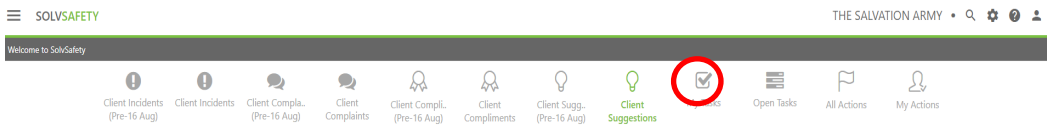


Summary Page – Re-opening a draft Complaint Report for edit

Re-open the Complaint	Select the grey Complaint *Report* progress button. This will redisplay the Complaint Report and you can continue editing.

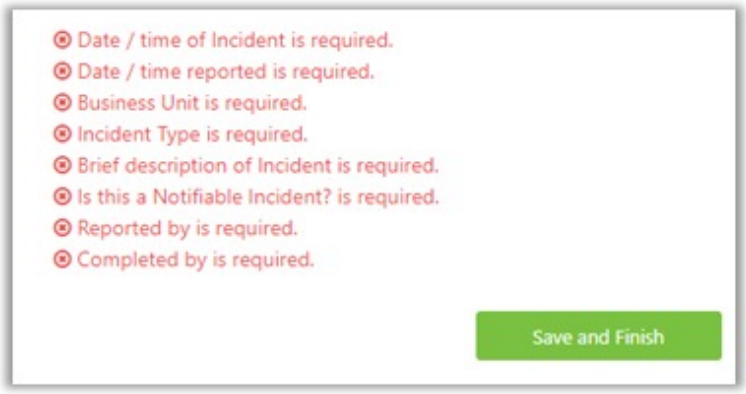
Resuming editing – finding the complaint

1. By Search	1. Log in to the system 2. Open the *Main (Event) Search* at the top of the page (see screenshot below) 3. Select the required Complaint ID – the *Summary Page* will be displayed
2. From My Tasks	The draft Complaint Report will be listed on your *My Tasks* page – click on its ID to go to the summary page



Saving the Form (All Users)

Save and Finish	Once the form is complete you can select *Save and Finish.* The system will check to see if you have missed any mandatory fields.
Correcting errors	Red Error messages tell you which fields you missed and the fields themselves will be outlined in red to make them easier to find



Emails to Owners	On Successful *Save and Finish:* An email will be sent immediately to the assigned owner will receive an email telling them they have a complaint to manage. This will include:

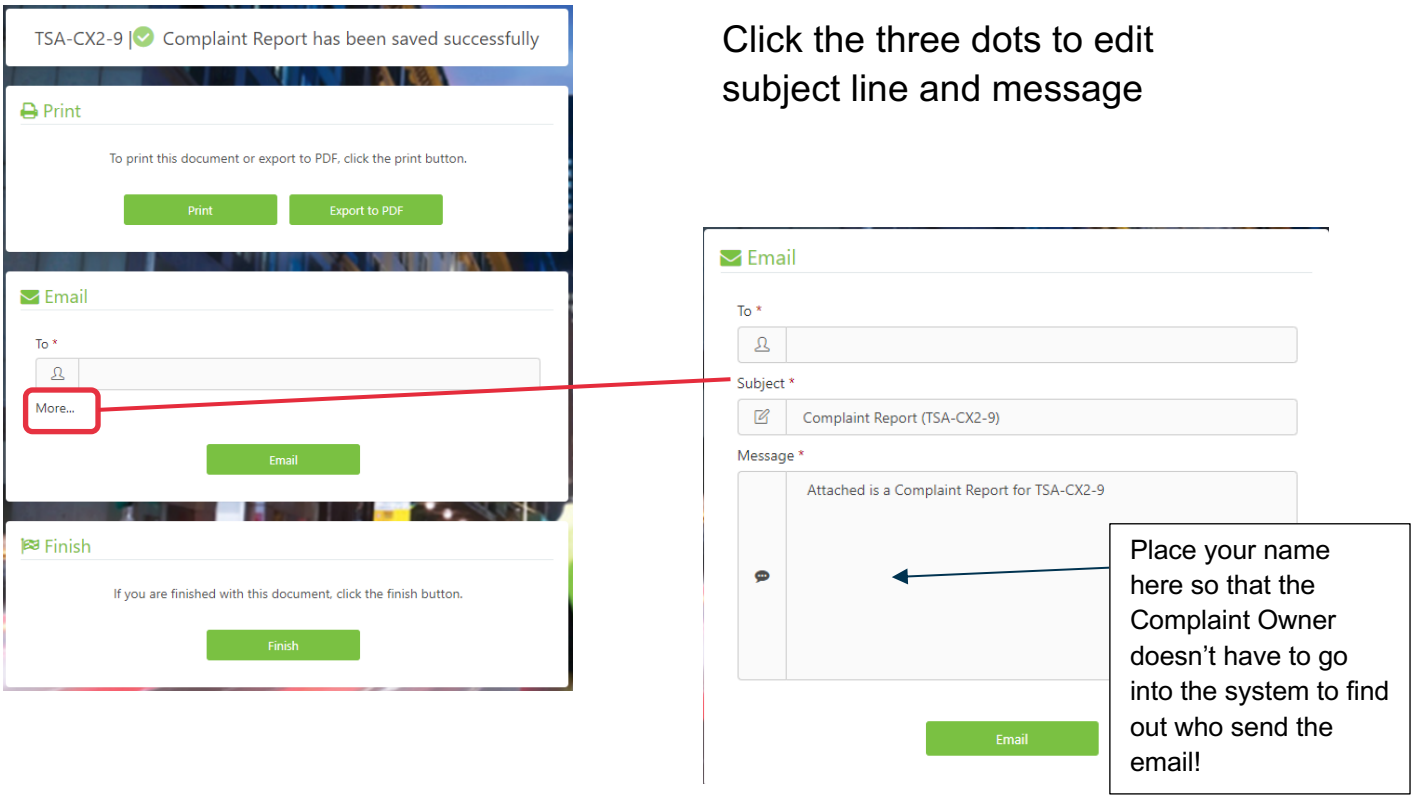
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	• The name and email of the reporter • The Site / Service • Client Complaint Group and Type • The Identifier of the Complaint • A link that will take them to the system
Complaint Identifier format	Complaint Identifiers have the format TSA-CX2-XXXX where the succession of X's are numbers.
Logged in Users	• Logged in users will see the *Summary Page* for the Complaint or their Home Page • Portal users will see the *Complete Page*

The Complete Page – Portal Users only

What is the Complete Page	The *Complete Page* is displayed to Portal Users once a Complaint Report has been submitted via the Portal.
What can I do from this page	From the Print Pane: • Select the Print button to View, Save or Print a copy of the submitted report (which contains the Complaint ID) From the Email Pane Select **More…** to add the subject and a message before emailing a read-only copy to yourself or another person (one email address per email!)
	Remember to include your name and contact details in the email so that the recipient knows who sent it (this information can't be included automatically)
Which complaint?	Tip: it is a good idea to make a note of the Complaint ID in case you need to provide the Complaint Owner with additional information.
What happens next?	When you select *Finish* you will be returned to the Portal.

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Next Steps

Providing Additional Information after Save

Portal Users	If you cannot log into the system / don't have visibility of complaints at the selected site/service, you must contact the Complaint Owner by another means to provide additional information about the Complaint.
Users with a System login	If you can log into the system and have visibility of complaints at the selected site/service, you can log into the system and edit the Complaint Report Directly. See: *Work Instruction – Manage a Complaint*

Progress Updates

No automatic updates	The system does not send updates to the Recorder of a Complaint automatically.
Portal users	Depending upon the Complaint Type the Complaint owner may keep you informed on the progress of the Complaint.
Users with a SolvSafety login	If you can log into the system and have visibility of Complaints at the selected site/service, you can view its progress within the system.

Management

To manage a complaint	See: *SolvSafety User Guide – Manage Complaints (GO_QA_GUI-04_TFBK).*

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Related Documents and References

Related Policy Documents	Feedback and Complaints Management Policy Client Feedback and Complaints Procedure SolvSafety User Guide – Manage Complaints Feedback Categorisation Tables: Salvos Stores Employment Plus Social Mission Salvos Funerals Community Engagement Salvation Army Housing Corps SAID
Related Legislation	N/A
Related Accreditation	N/A
Other Relevant Documents /Resources	N/A

Definitions

Definitions are located in the Glossary of Terms and Definitions.

	**This symbol indicates either a special note or an attachment.**
	This symbol highlights a matter that may have serious personal or organisational impact if not considered or acted upon.
	When you see this symbol there is a checklist to complete.
Affected Person	The person who has been impacted or affected by an incident.
Alleged Person	The person who has been accused of causing a client incident. Other terms which have the same meaning include: ▪ Alleged Perpetrator; ▪ Person of Concern; ▪ Subject of Allegation.
Complaint	An expression of dissatisfaction or concern with respect to an experience with TSA personnel (including contractors and volunteers), other clients or with a service or product provided by TSA.
Complaint ID	Every complaint in the system has a unique identifier with the format TSA-CX2-X where X is a number. E.g. TSA-CX2-1.
Feedback and Complaint Management System	A TSA IT system designed to record, manage and notify on client complaints and other feedback.

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Frontline resolution complaint	A frontline managed complaint is one which can be resolved immediately or quickly by staff onsite; and where the risk to both the complainant and TSA is minor
Logged In User	Someone who has already logged in to SolvSafety using their username and password.
Portal	A webpage that allows users to create Incident and Feedback reports without logging in.
Portal User	Someone who records a client Complaint without logging in to SolvSafety
Provider of Complaint	The person who reported the Complaint and provided details. This may be the same person as the Recorder.
Recorder	The person filling in the form.

Document Control Information

Theme	Governance
Category	Quality Assurance
Document Owner	Governance Lead – Office of the Chief Secretary
Document Implementer	Head of Quality and Safeguarding
Approval Authority	Chief Secretary
Review Date	October 2023
Next Review Date	October 2026
Previous Documents	**NA**

Document History

Date	**Summary of Changes**
07/08/2020	Inaugural version
09/10/2023	Scheduled review

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