SolvSafety User Guide – Report a Compliment

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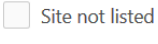
Overview

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 Compliment 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 Compliment using either the SolvSafety Portal or as a logged in System User.
Effective Date	12/10/2023

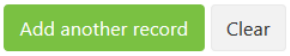
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Standard Form Features and Behaviour

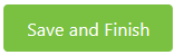
Symbols, buttons etc

*	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, 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
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

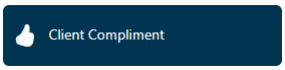
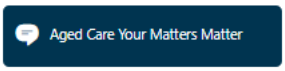
Date fields	There is a *Clear* button on the date selector
Records	Use the *Delete* button for entries in the list Use the *Clear* button for the current record entry
Dropdown lists	At the top of the list there is always an option labelled S*elect*. choose this
Checkboxes	Click to untick
Text fields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

Validation of Fields

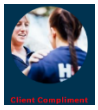
Email Addresses and phone numbers	There is no validation of email addresses or of phone numbers
Date Validation	There is limited date validation, so it is up to you to check that the date you have entered makes sense when compared with other dates on the same report

Opening the Report Compliment Form

Portal Users

Go to the Portal	Access the SolvSafety - Portal located on Salvos Central under 'My Apps'. 
To open the form	Click on the Compliment 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)

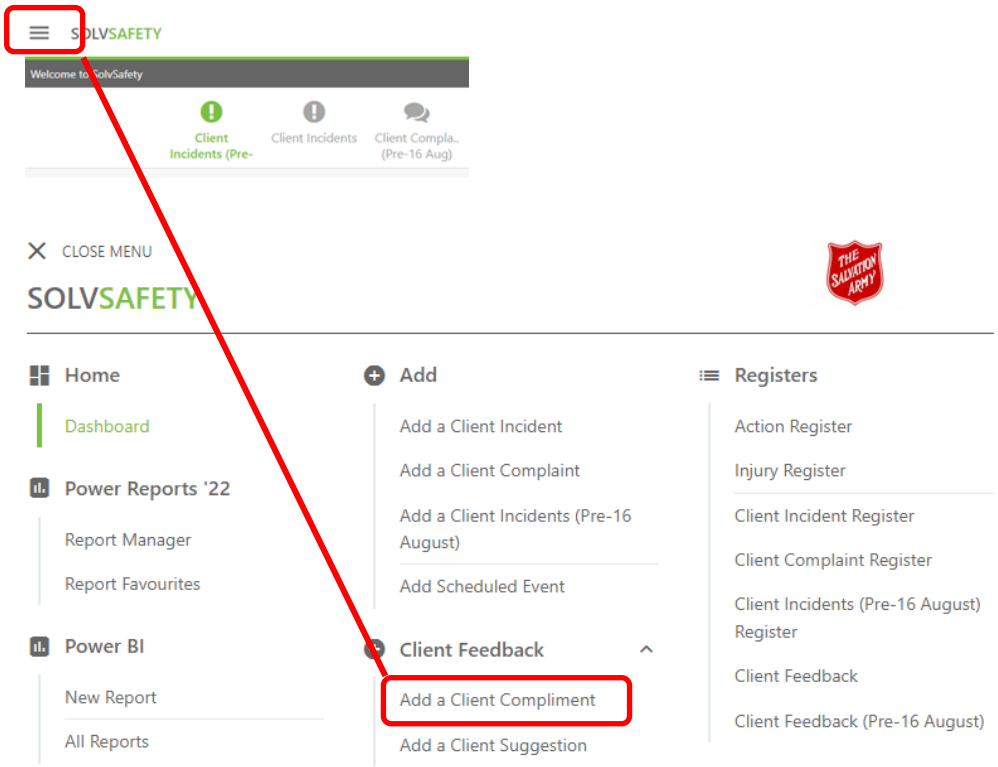
Go to the portal	Access *Salvation Army Incident and Feedback Reporting* from the 'VolHQ' icon on 'MySalvos'
To open the form	Click on the Client Compliment form. 

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System Users

Logging in

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, select the *Client Feedback* Button and then Add *a Client Compliment*



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. Compliment Details

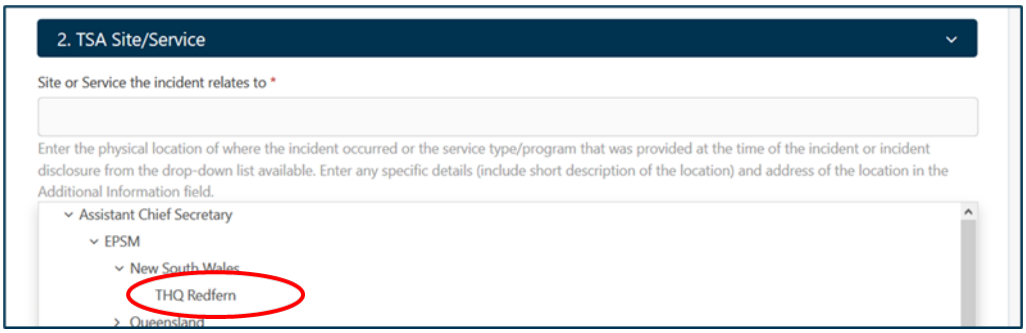
This section contains mandatory fields except for the *Approx Time of Compliment* field. Set a default value of 12 for HH for time.

Section 2. TSA Site/Service

Site or 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

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

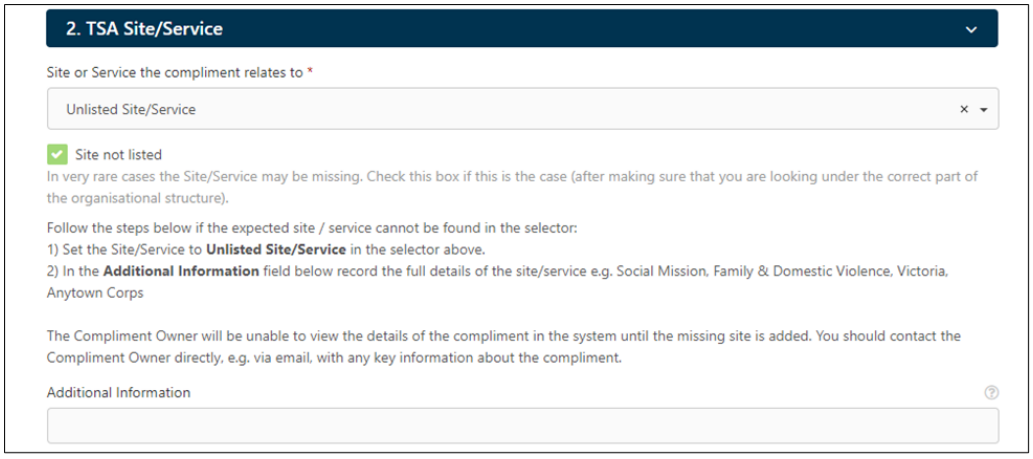
Etc.

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.

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.

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General Compliment (not location specific)	If the feedback is general in nature and not related to a specific location, then initially select your own Site/Service.

Section 3. Description of the Compliment

This section contains a mandatory field.

Section 4. Provider of Compliment

This section contains mandatory fields.

Provider of Compliment

What if the first or last name are not known, or anonymity has been requested?	If the first or last name are not provided or anonymity has been requested, write "unknown" in the two-name fields.
Additional provider fields	Additional provider detail fields are part of the form but are not mandatory.
Does the person identify as	Select all that apply as per the checkboxes provided. This is mandatory.
Add multiple providers for the same compliment	An *Add another record* button provides multiple providers for the same compliment item on the same day or shift. e.g. In the same shift multiple people make the same compliment “your staff member handled that complaint really well” after a very public confrontation with a client OR if there was an event for clients e.g., a meal and multiple clients commented that they enjoyed the experience.

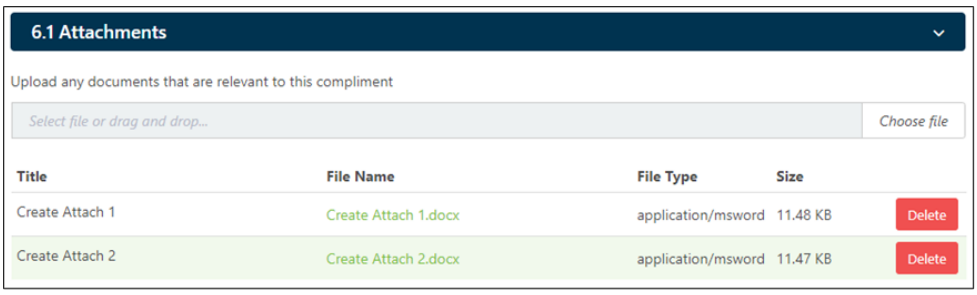
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Section 5. Recorder of Compliment

How is this section used?	Your name and email address (mandatory fields) 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 6. 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 Compliment.
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 7. Compliment 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.
Who should I select?	Many TSA Personnel will select their Line Manager and you should do so unless you have been otherwise directed.

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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 Compliments for multiple sites/services. 3. After the above have been tried unsuccessfully, tick the missing owner checkbox and follow the instructions.
Email Address	The Email Address is a mandatory field. It is a text field and is not validated

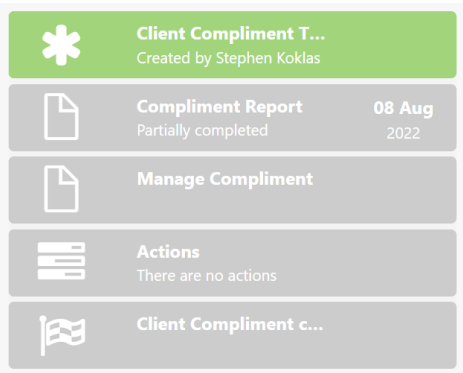
Saving the Form as Draft (Logged in Users only)

Save as Draft – Logged in users only

Save as Draft	If the Site/Service section is complete logged in users may save the form for later completion.
	Portal users cannot save as draft.
Summary Page	The *Summary Page* for the Compliment will be displayed (if you have permission to manage Compliments at the selected Site/Service).
	If you don't have permission to manage Compliments at the selected Site/Service, you won't be able to see the *Summary Page* or complete the Compliment 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 Compliment Report can only be edited via its *Summary Page*

Summary Page – Progress Buttons

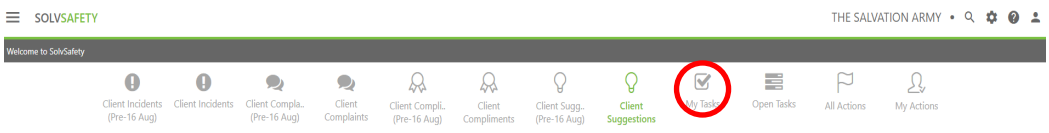
Progress Buttons	On the *Summary Page* for the Compliment • The first (green) progress button shows the Compliment Identifier • The second (grey) progress button shows that the Compliment Report is only partially complete. This button is used to reopen the report to complete it.
	It is a good idea to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



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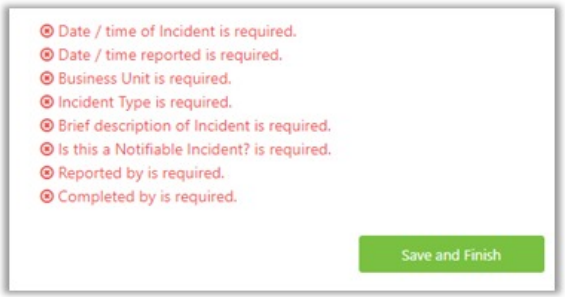
Navigating to the Summary Page to continue editing

1. By Search	1. Log in to the system 2. Enter the Compliment ID into the *Main (Event) Search* at the top of the page (see screenshot below) 3. Select the Compliment – the *Summary Page* will be displayed
2. From My Tasks	The draft Compliment Report will be listed on your *My Tasks* page – click on its ID to go to the summary page
To re-open the Compliment	Select the grey *Compliment Report* progress button. This will redisplay the Compliment Report and you can continue editing.



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

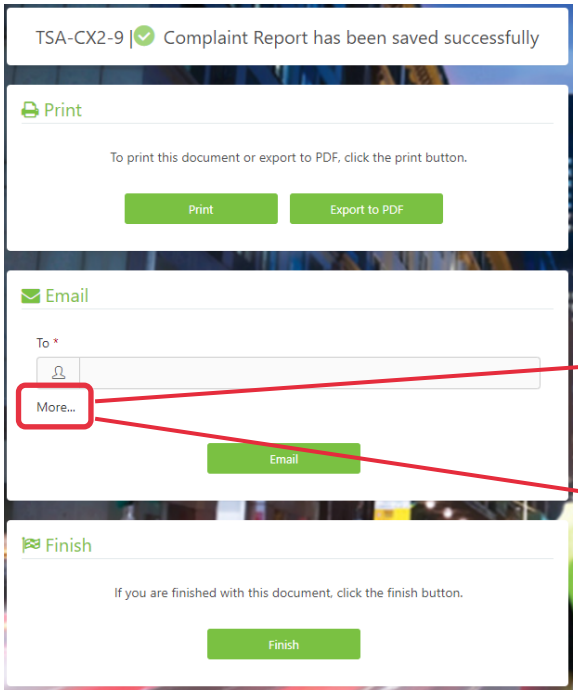


Emails to Owners	On Successful *Save and Finish:* An email will be sent immediately to the assigned owner and they will receive an email telling them they have a Compliment to manage. This will include: • The name and email of the reporter • The Site / Service • The Compliment Group and Type • The Identifier of the Compliment • A link that will take them to the system
Compliment Identifier format	Compliment Identifiers have the format TSA-CV2-X where X is a unique number.
Where next?	• Logged in users will see the *Summary Page* for the Compliment or their Home Page • Portal users will see the *Complete Page*

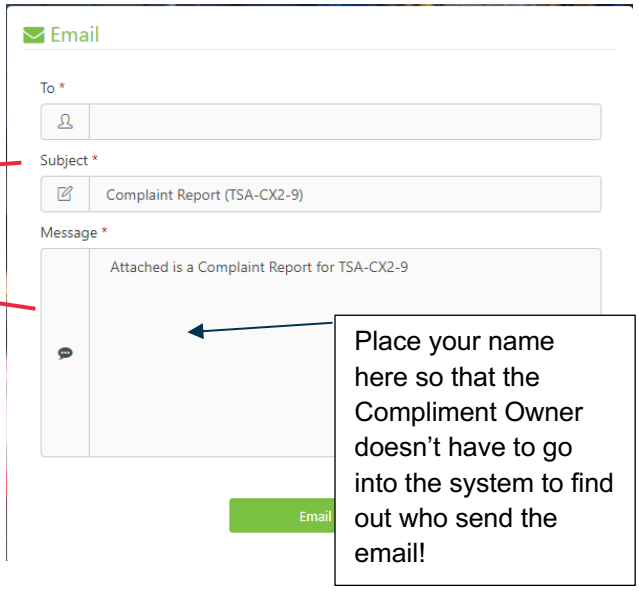
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The Complete Page – Portal Users only

What is the complete Page	The *Complete Page* is displayed to Portal Users once a Compliment or Feedback 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 Compliment 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 Compliment?	Tip: it is a good idea to make a note of the Compliment ID in case you need to provide the Compliment Owner with additional information.
What happens next?	When you select *Finish* you will be returned to the Portal.



Click the three dots to edit subject line and message



Place your name here so that the Compliment Owner doesn't have to go into the system to find out who send the email!

Next Steps

Providing Additional Information after Save

Portal Users	If you cannot log into the system / don't have visibility of compliments at the selected site/service, you must contact the Compliment Owner by another means to provide additional information about the Compliment.
Users with a System login	If you can log into the system and have visibility of compliments at the selected site/service, you can log into the system and edit the Compliment Report Directly.

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	See: *Work Instruction – Manage Compliments and Suggestions*

Progress Updates

No automatic updates	The system does not send updates to the Reporter of a Compliment automatically
Portal Users	The Compliment owner may keep you informed on the progress of the Compliment as per the Compliment Procedure.
Users with a SolvSafety login	If you can log into the system and have visibility of Compliments at the selected site/service, you can view its progress within the system.

Management

To manage a Compliment	See: *SolvSafety User Guide – Manage Compliments and Suggestions (GO_QA_GUI-05_TFBK)*

Related Documents and References

Related Policy Documents	Feedback and Complaints Management Policy Client Feedback and Complaints Procedure SolvSafety User Guide – Manage Compliments and Suggestions 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

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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.
Compliment ID	Every Compliment in the system has a unique identifier with the format TSA-CV2-X where X is a number. E.g., TSA-CV2-1.
Logged In User	Someone who has already logged in to SolvSafety using their username and password.
Feedback and Complaint Management System	A TSA IT system designed to record, manage and notify on client complaints and other feedback.
Portal	A webpage that allows users to create Incident and Feedback reports without logging in.
Portal User	Someone who registers a Compliment without logging in to SolvSafety
Provider of Compliment	The person who reported the Compliment 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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