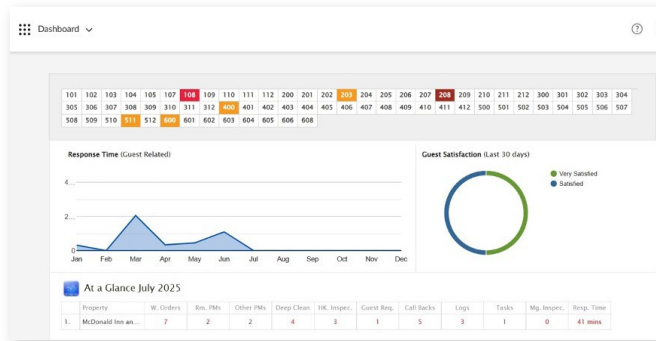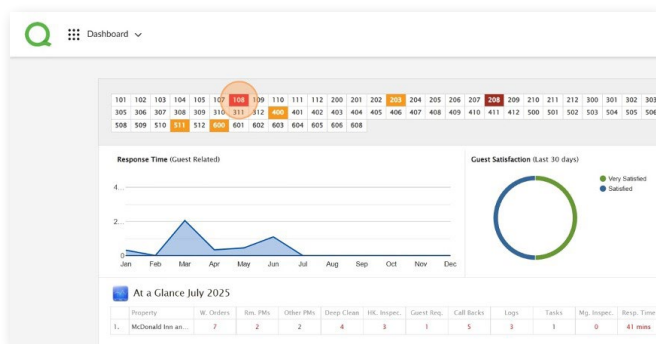# Closing a Complaint (Desktop)

Learn how to close a complaint from the desktop dashboard. You can close a complaint through the Complaints app on desktop or mobile.
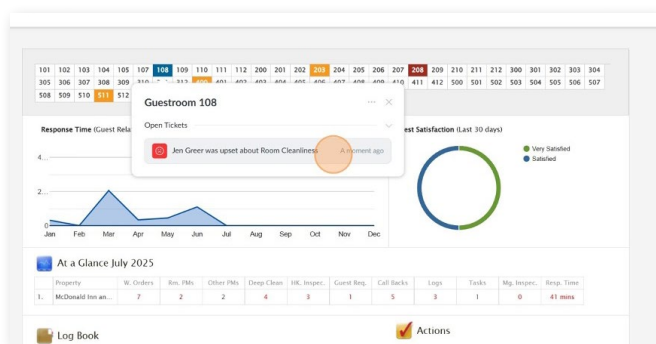
1. Log in to **Quore** on the desktop.

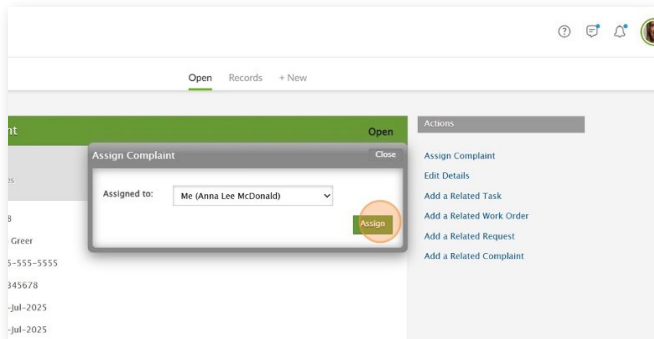2. Click on the room number in the **Rooms Grid**—complaints are marked in red.

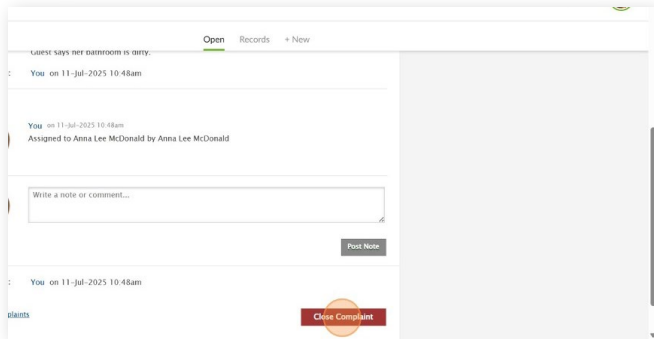3. Click on the complaint to view the details.
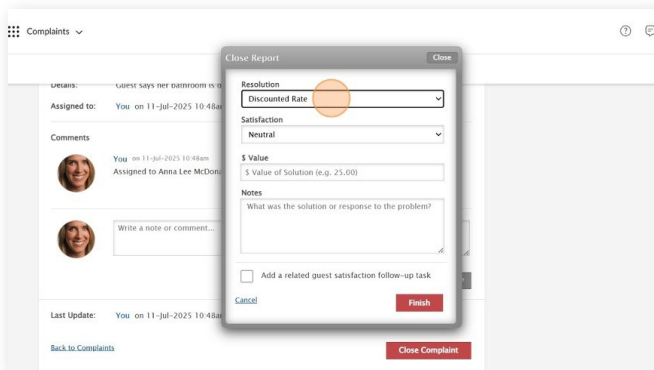
Closing a Complaint (Desktop) Continued

4. If the complaint was unassigned when you click into it, you will be prompted to assign it to yourself.

5. Once you have resolved the complaint, click **Close Complaint**. Post a note if needed.
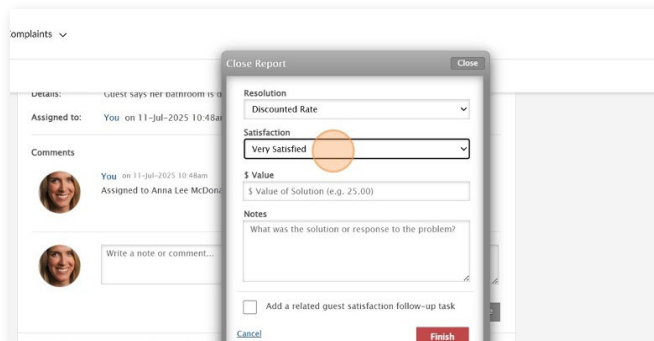

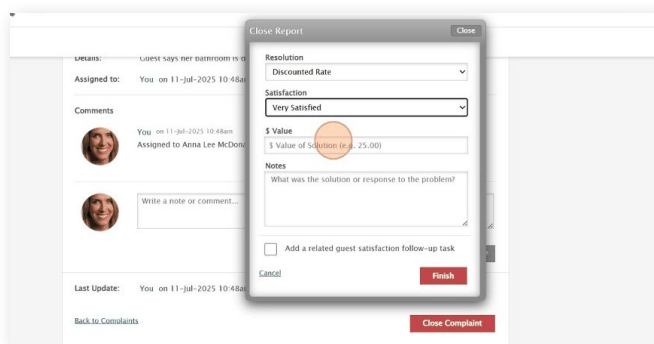6. Select the appropriate **Resolution** from the list.

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Closing a Complaint (Desktop) Continued
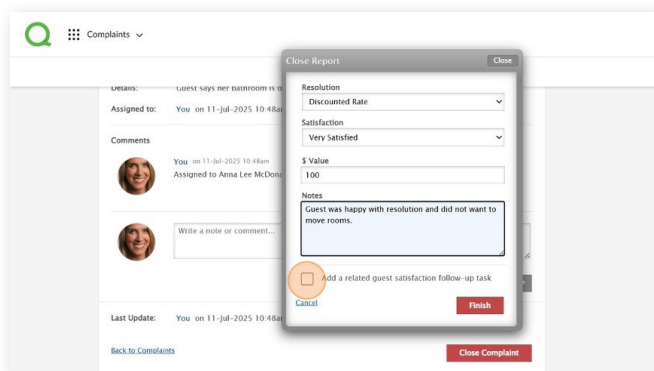
7. Select the guest's **Satisfaction** level.

8. Enter in the dollar value of the resolution. You can also use the **Notes** field to input additional details. For example, if **Points** is selected from the **Resolution** dropdown, put the dollar value of those points in this line and put the number of points in the **Notes** box.
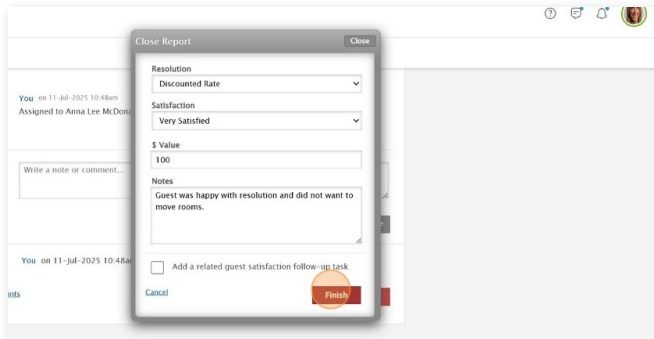

9. Check the box to add a related guest satisfaction follow-up task if necessary. This option is great for managers to check in before the guest leaves the property.

Closing a Complaint (Desktop) Continued

10. Click **Finish** to close the complaint.

11. Go to the **Records** section of the **Complaints app** to view all closed complaints.

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