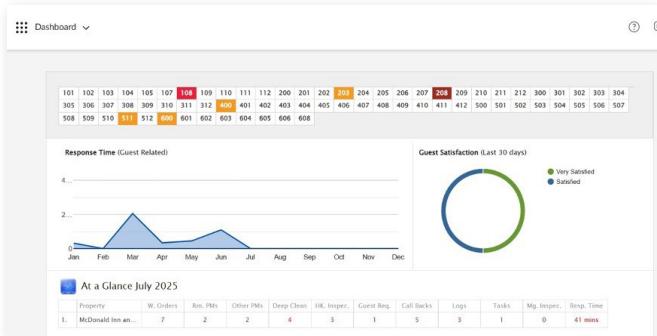


Closing a Complaint (Desktop)

Learn how to close a complaint from the desktop dashboard. You can close a complaint through the Complaints app on desktop or mobile.

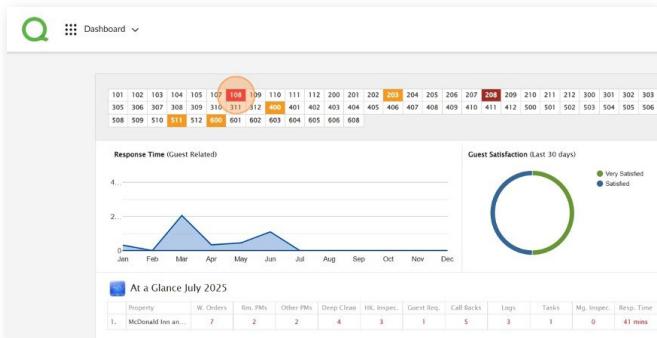
1. Log in to **Quore** on the desktop.



The dashboard includes a guest satisfaction donut chart (Very Satisfied: 98%, Satisfied: 2%) and a response time line graph for the last 30 days. Below the dashboard is a summary table for July 2025.

Category	Count
Property	7
W. Orders	2
Rm. PMs	2
Other PMs	4
Deep Clean	3
HK. Inspect.	1
Guest Reg.	5
Call Backs	3
Logs	1
Tasks	0
Mgt. Inspect.	0
Resp. Time	41 mins

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



The dashboard includes a guest satisfaction donut chart (Very Satisfied: 98%, Satisfied: 2%) and a response time line graph for the last 30 days. Below the dashboard is a summary table for July 2025.

Category	Count
Property	7
W. Orders	2
Rm. PMs	2
Other PMs	4
Deep Clean	3
HK. Inspect.	1
Guest Reg.	5
Call Backs	3
Logs	1
Tasks	0
Mgt. Inspect.	0
Resp. Time	41 mins

3. Click on the complaint to view the details.

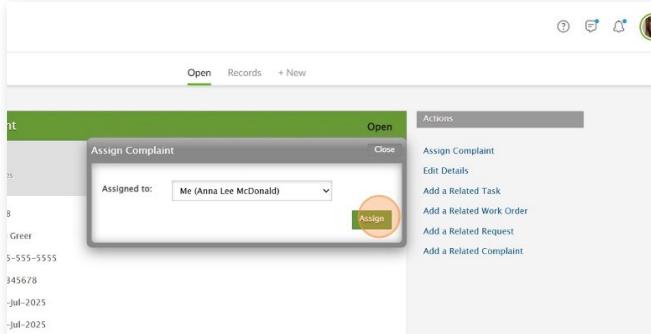


The dashboard includes a guest satisfaction donut chart (Very Satisfied: 98%, Satisfied: 2%) and a response time line graph for the last 30 days. Below the dashboard is a summary table for July 2025.

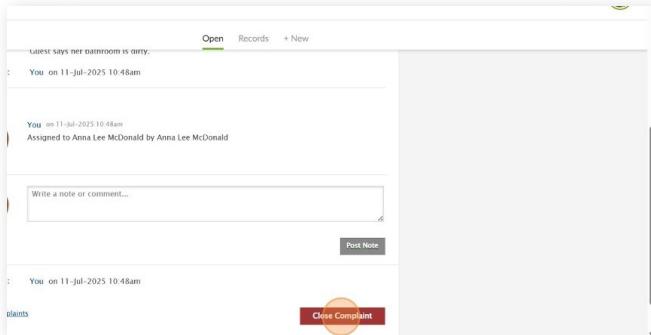
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Closing a Complaint (Desktop) Continued

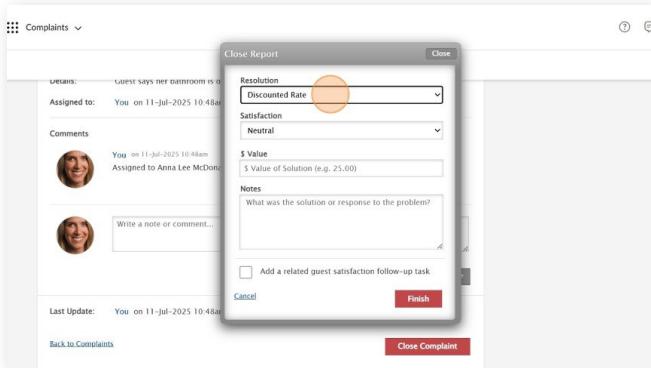
4. If the complaint was unassigned when you click into it, you will be prompted to assign it to yourself.



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

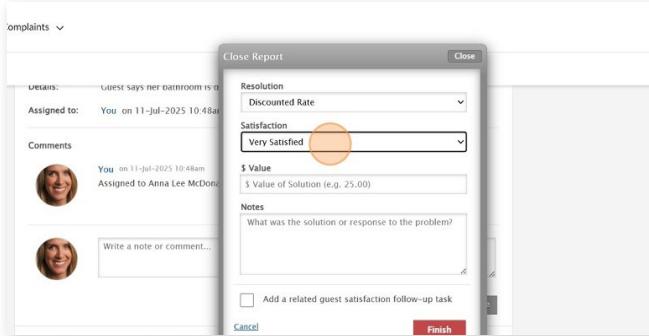


6. Select the appropriate **Resolution** from the list.

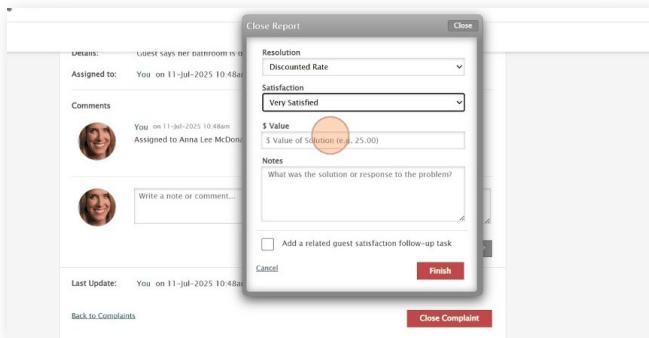


Closing a Complaint (Desktop) Continued

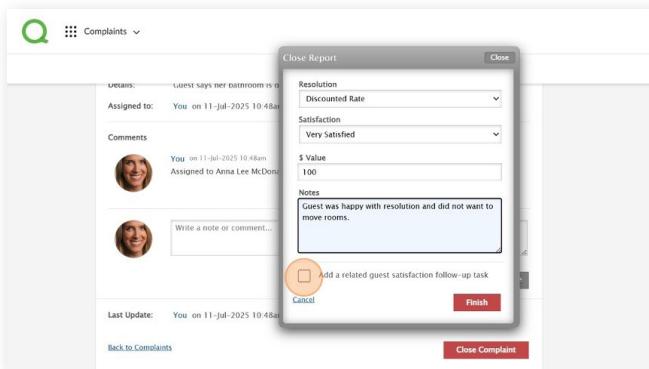
7. Select the guest's **Satisfaction** level.



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.

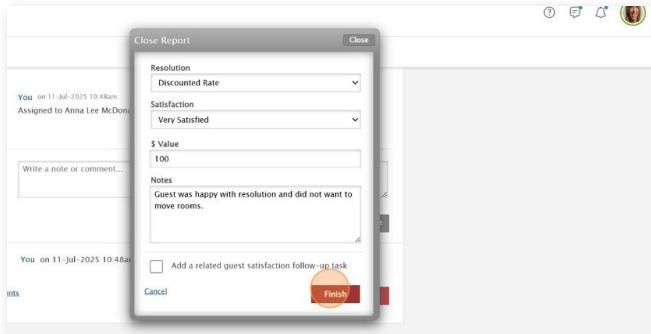


9. Check the box to add a related guest satisfaction follow-up task if necessary. This option is great for managers to check in before the guest leaves the property.



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.