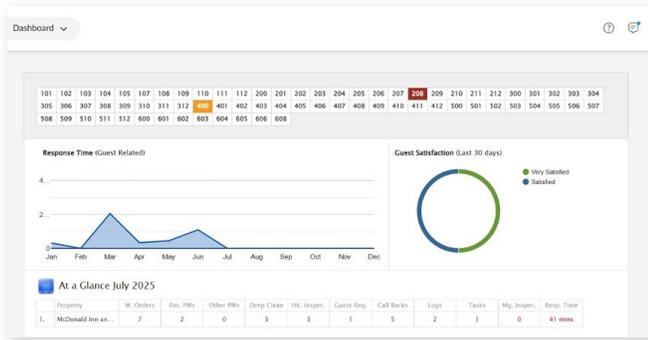


Creating a Complaint (Desktop)

Learn how to create a complaint from the desktop. Documenting complaints supports service recovery when guests are upset.

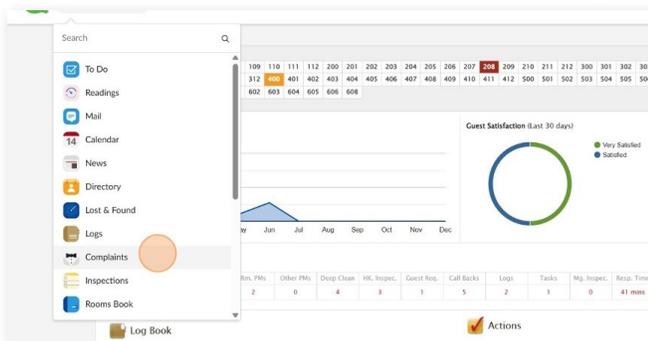
1. Log in to **Quore** on the desktop.



2. Click on the **App Switcher**.

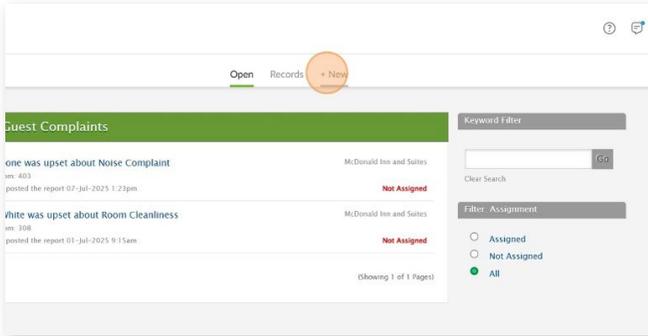


3. Click **Complaints** app.

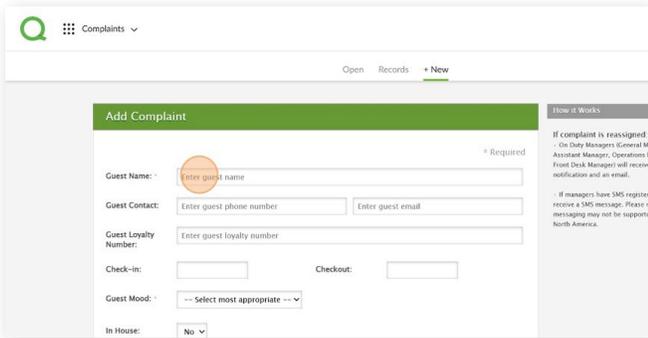


Creating a Complaint (Desktop) Continued

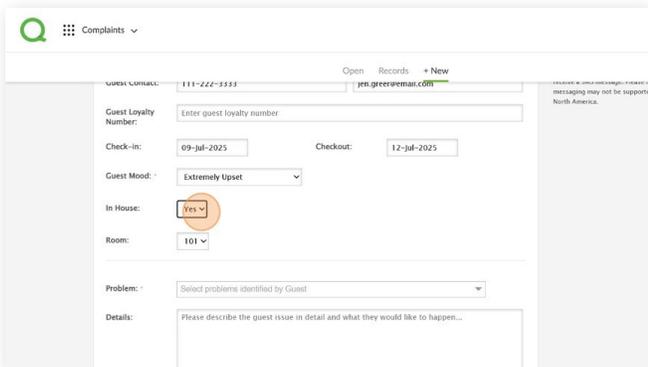
4. Click **+New**.



5. Enter in the complaint details on the **Add Complaint** page.

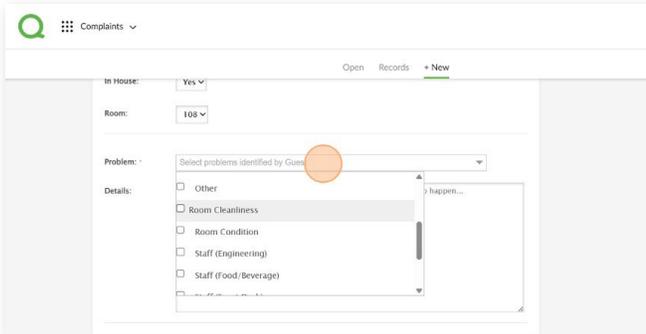


6. Make sure to select **Yes** for the **In House** field if the guest is currently checked in. You will then be prompted to select their room number.

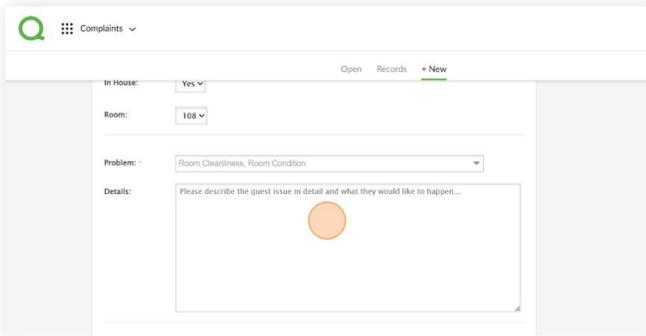


Creating a Complaint (Desktop) Continued

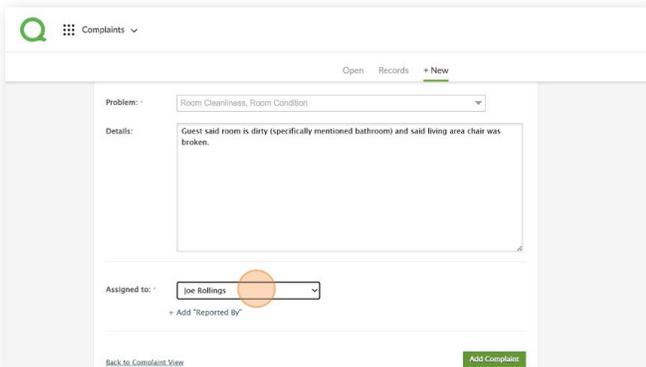
7. Select a problem. You can select more than one problem if needed.



8. If you need to give more context about the complaint problem, use the **Details** field to input additional details.



9. Assign the complaint to a specific user or leave the complaint unassigned. Leaving the complaint unassigned will still alert general managers, assistant managers, operations managers, and front desk managers.



Creating a Complaint (Desktop) Continued

10. Click **Add Complaint** when finished. Alerts will be sent out to the appropriate parties if they have their phone number or email in their account settings.

