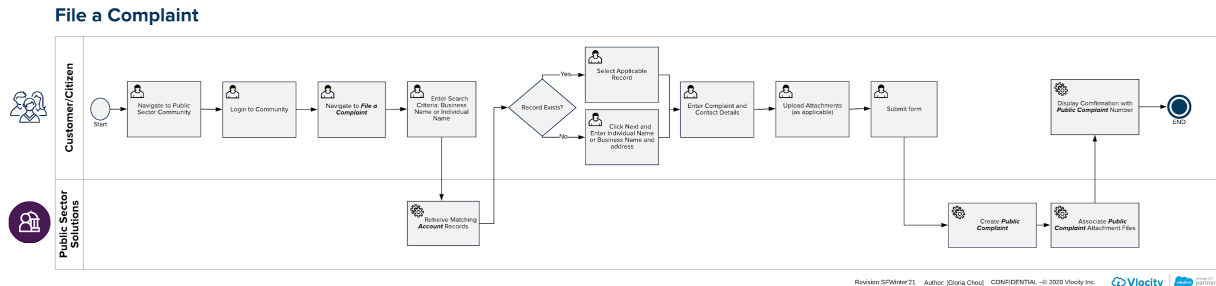# File a Complaint

This process allows citizens and other constituents to file a complaint against a business or individual.

Overview

Public complaints inform the Government of potential safety concerns or issues such that they can investigate and take the appropriate action to protect the the health and safety of the community.

Use Case Scenario

A person can report a concern or issue online by filing a complaint against a business or individual.

Assumptions

- The form is exposed to unauthenticated and authenticated users via Salesforce Communities

- Integration with Public Sector License and Permit Management solution for search result details

- Submitted complaints will be integrated with Public Sector License and Permit Management solution

User Story

- A person goes to the agency's portal (Community)

- They search for the business or individual who holds the license or permit

- They select to "File a Complaint" and fill out the complaint details, with attachments.

Business Objective

Allow constituents to file a complaint against a business or individual license or permit holder.

Business Value and Benefits

- Easy-to-use UI
- Easy to submit via the agency's website
- Process can be integrated with other business processes
- Mobile and iPad ready
- Users can take a Photo and attach to the complaint form

Process Package Includes

Zip file includes the following:

Omniscript (1)

1. PublicComplaint

Integration Procedures (1)

1. IPGetBusinessIndividualAccounts

Data Raptors (3)

1. DRSubmitComplaintV2
2. DRGetIndividualAccounts
3. DRGetPublicComplaintId
4. DRGetBusinessAccounts
5. DRTransformAccountsList

LWC Folder (3 files)

1. lwcSelectAccountPublicComplaint.html
2. lwcSelectAccountPublicComplaint.js
3. lwcSelectAccountPublicComplaint.js-meta.xml

Configuration Requirements

- Admin can configure search list table columns in Omniscript, under SetColumns element.

    For ex: Default columns are set to display:

```
"columns": {
```

```
        "AccountName": "Account Name",
        "BusinessTypeName": "Business Type",
        "Address": "Address"
   }
```

- When adding or removing the columns, make sure to update DR to fetch the required column data.