**User Story #5: My Complaints**

**USER STORY: As a mandated reporter, I want to create and view the list of complaints, so that I can view complaint history.**

**STATIC CONTENT**

* App Name (Logo): Family Now
* Visual screen elements
* Screen Title: My Complaints,
* Left Navigation links: My Complaints (highlighted), User Guide, My Profile (Other than My Complaints, the other tabs are placeholders for Phase 1)
* Trigger action: User has logged-in to the Portal OR clicks on Cancel in the complaint workflow.

**TABLE COLUMNS**

* Complaint ID
* Column name: Complaint ID
* Field Type: Number with Hyperlink to the Complaint details
* Validation: ID will always be displayed on the screen for a new/update complaint
* Complaint Name
* Column: Child Name (with the Photo)
* Type: Display
* Validation: The name will be visible only when an ACV is selected as Complaint Name on the Complaints Participants screen.
* Complaint Date
* Column: Complaint Date
* Field Type: Date
* Validation: The creation date of the complaint should be displayed
* Date Submitted/Date Received
* Column name: Date Submitted & Date received
* Field Type: Date
* Display: The column should be split into 2 rows to display 2 dates.
* Validation: Date Submitted: This will be populated by the system on click of the Submit button on the Summary Screen

Date Received: This is the date that is delivered by the client systems.

So for now this row will be blank.

* Status:
* Column name: Status
* Field Type: Display Text (In Progress or Submitted)
* Field Length: 35
* Validation: While opening a new complaint (or within a workflow), the status will be “In-Progress”

When the complaint is submitted, the status will be ‘Submitted’

* Screening Decision
* Column Name: Screening Decision
* Field Type: VarChar
* Field Length: 15
* Validation: This is just a placeholder – need to have a column in DB and also display on UI. This will be blank for Phase 1.

**BUTTONS & LINKS**

* Create Online Complaint
  + Label: Create Online Complaint
  + Action: Reporter Profile screen is displayed for the creation of an online complaint
* Delete (icon)
  + Icon: Delete
  + Action: On click of the Delete icon, “Do you want to delete the record” is displayed with OK and Cancel. OK will remove (soft delete) the record from My Complaints and Cancel will discard the delete action and stays on the same screen.
  + Validation: Only In-Progress complaints can be deleted. Delete should not be available for ‘Submitted’ records
* Compliant ID (link)
  + Link: On the Complaint ID number
  + Action: For complaints in In-Progress, on click of the ID, user will navigate to Reporter Profile screen. All the data in the workflow will be pre-filled with the saved data.

Submitted status: Complaint Summary Screen is displayed only for read only purpose with Close button

**ACCEPTANCE CRITERIA**

1. All the complaints of the logged-in user should be displayed in My complaints table

2. Clicking on Complaint ID the user will navigate to the Reporter Profile screen for ‘In-Progress’ complaints; and to Complaint Summary screen for ‘Submitted’ complaints

3. In Progress complaints: User should be able to edit the workflow fields and save/submit the complaint

4. Submitted complaints: On clicking the ID, Summary screen should be displayed as read-only with only Close button

5. Only In-progress complaints can be deleted.

6. User should be able to click on the ‘Create an Online complaint’ and create complaint.

7. The list of complaints should be sorted by descending order of the Complaint date.