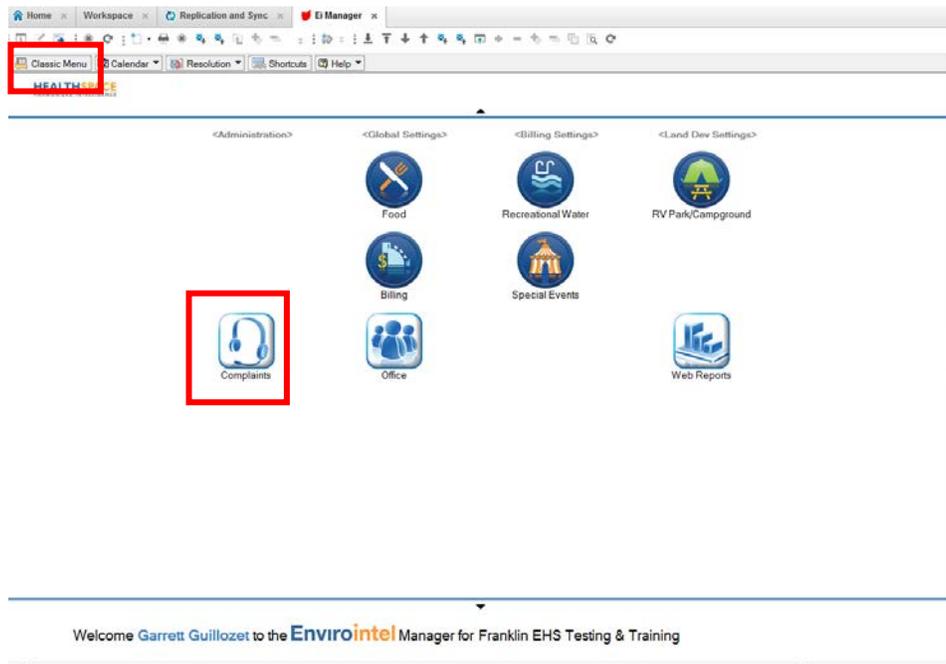




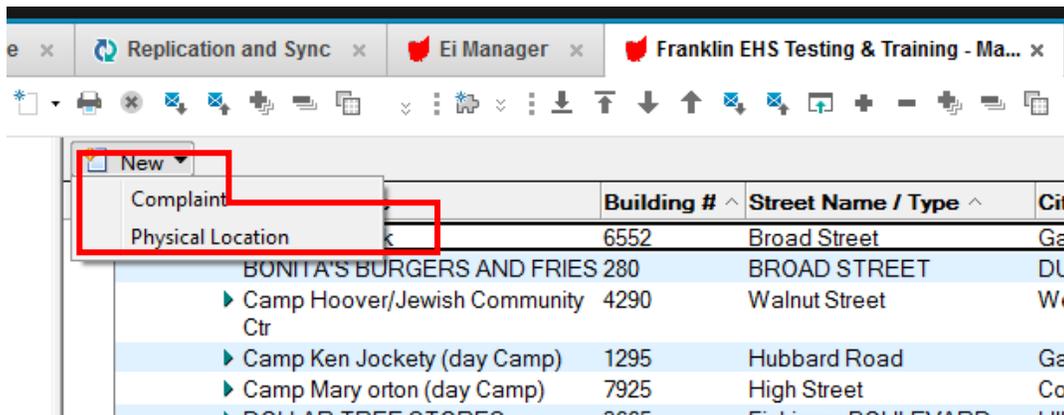
Franklin County Public Health  
280 East Broad Street  
Columbus, Ohio 43215-4562  
(614) 525-3160  
www.myfcph.org

1. Log into the system and select the desired database and then enter either the **Classic Menu** view or enter the **Complaints** module.

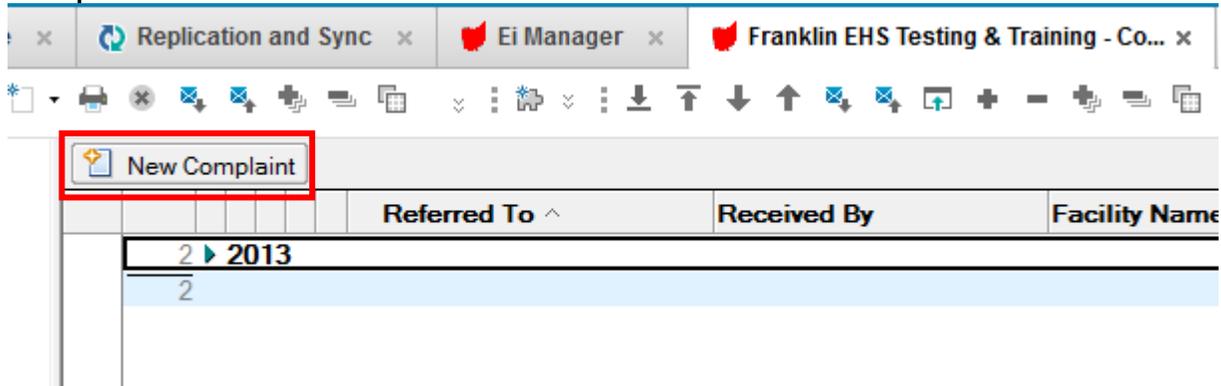


2. If you enter the **Complaints** module, select **New Complaint**. If you entered the **Classic Menu**, select **New** → **Complaint**

### Classic Menu View:

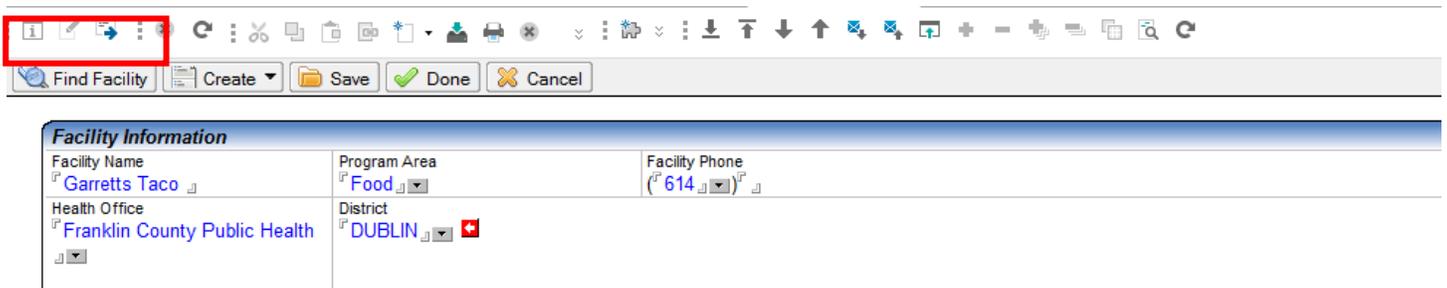


**Complaint Module View:**



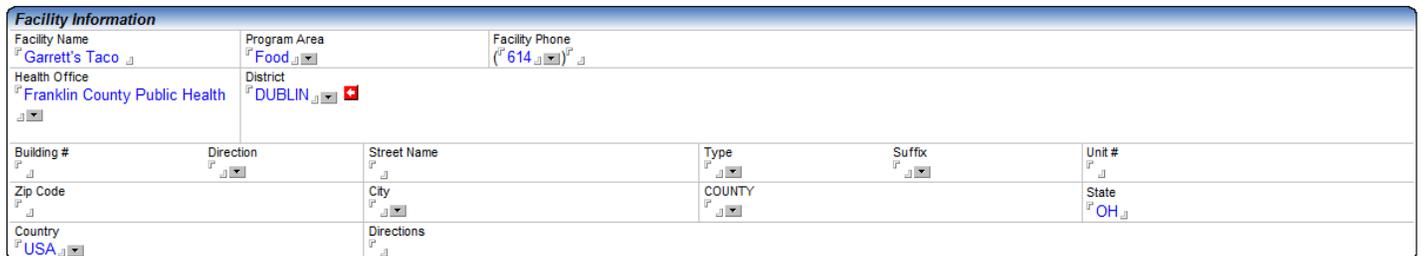
3. Both methods will take you to the same data input form. Fill out as much information as possible. If the complaint is against a licensed facility, click on **Find Facility**.

**NOTE:** The facility name filled must be populated with at least the partial name of the facility. If not, the search function will not bring up any results.



All fields with  must be completed. If there is contact information for the complainant, please place those in the **Complainant Information** section.

4. Enter the facility information in the **Facility Information** section. Enter in as much detail as possible.



5. In the **General Details** section, identify the **Complaint Type**. The **Date and Time Received** will automatically be filled out. Leave the **Investigation Date and the Date Closed** blank, the inspector will fill these out. Select the designated inspector in the **Referred To** box.

General Details		<input type="checkbox"/> Critical
Complaint Type Food Service Operation	Date Received 17-Jul-2013 09:04 AM	
Investigation Start Date	Date Closed	
Received By Garrett Guillozet	Referred To Garrett Guillozet	
Confirmation No	Census Tract	
Complaint ID GGUT-99PHC3		

6. The **Complaint Details** area is where the description of the complaint will be entered.

Complainant Details and Actions	
Complaint Details	
Action Taken	Follow-Up Date
Disposition	Action Required By
Comments	
Attachments	

7. Time Tracking information must be filled in at this time. Click on **Log Time** and enter the in the **Time Spent** the time it takes to enter in the complaint then select **OK**.

Time Tracking
<input type="button" value="Log Time"/>
17-Jul-2013 Time tracking for Garrett Guillozet - 2.00 hrs.

Time Tracking	
Person Garrett Guillozet	Date 17-Jul-2013
Type Complaint	Time Spent min hours
Mileage	Facility Name Garrett's Tacos
Program Area	Comments

OK Cancel

When all information is entered, save and close the complaint by clicking **DONE**.