



## Using the Form


The **NHS Supply Chain Customer Complaint Form** has been broken down into six sections; this allows us to gather data that is similar. There are six sections to the new form these are;

- Organisational Details
- Contact Details
- Order Detail
- Product Detail
- Complaint Details
- Outside Bodies.

There is also the ability to upload attachments; these can be in any format, such as Jpegs, Word files etc. an example could be supporting images of product damage or copies of paperwork. At the end of the form you will find the **Supporting Information** section;



To add a file, click 'Choose File', navigate to the file using the dialogue box, to remove a file click the minus  sign, to add additional files, thereafter, click the Plus  sign.

The form will retain any information you have input, until you save it using the  submit button (located at the bottom of the form). Should the browser shut down, no information will be retained, you cannot save the form and go back to the complaint at a later date.

The form will work on any web-browser, and on any operating system; Apple or Windows.

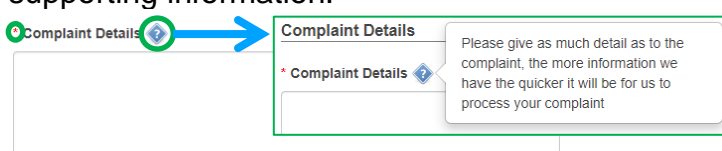
You will notice as you go through the form that there are;


**Grey information boxes;** these boxes contain information about each section.



**A red \* star** implies that the input is mandatory, the form will not save unless this input is added.

**A Question Mark**  If you click this '?' button, you will open a balloon that details the supporting information.




To move on, or remove the balloon, you will need to re-click the  symbol.

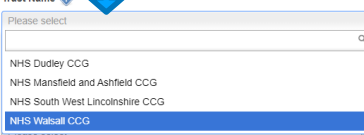
## Types of Inputs


The form uses a series of inputs; the below discusses the key types of boxes you will come across whilst completing the form.

### Dropdowns Boxed


Trust Name 

Please select 




When using the dropdown box, you can click on the 'Please select' or by clicking the  button. The box allows you to scroll through the list, or to start typing the name of the trust and it will appear.

### Free Text Boxes- Short

\* Hospital Name/Site 

You can click into the blank space and type the response, there are no character restrictions, however, try to limit the details entered.

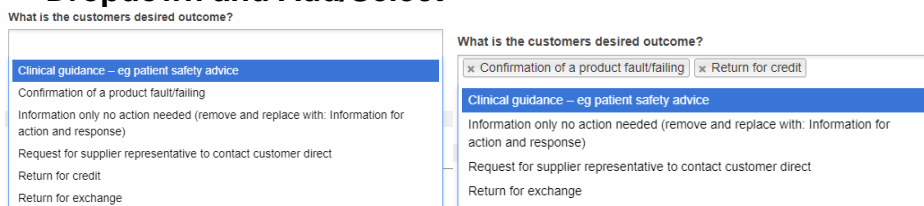
### Free Text Boxes- Long

Product description 

As with the short boxes there are no limitation on characters, and you are encouraged to give as much relevant detail as possible.


### Dropdown and Add/Select

What is the customers desired outcome?



If you click on the 'Please Select' you can add as many of the options as is relevant.

### Radio Buttons

\* Product Type 

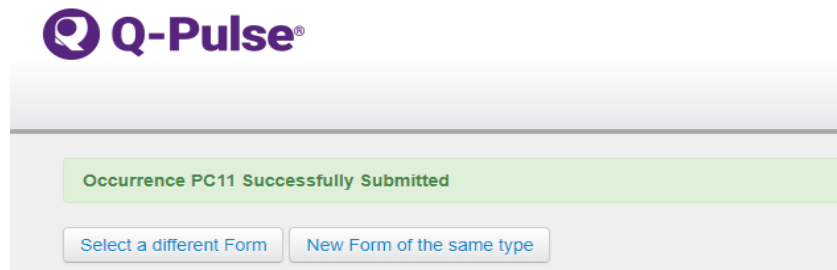
Food  Product

With the radio select button you select the one option that is relevant.

When the form is complete, please press the  button at the bottom right of the form.



This will then take you to the **Successfully Submitted**- The system will issue you a number; this is the form entry number. You can keep a record of this number.



You can either click the New Form of the same type button to submit another complaint or close the browser down.

Thank you for taking the time to submit a Customer Complaint using the Form.

