

Instructions



My Complaints page

The **My Complaints** page is a history showing your **Submitted** and **Draft Complaints** for easy access.

You can see the documents that you have uploaded as well as access a copy of the complaint as a PDF.

To **View** any **Submitted** or **Draft Complaints** in the **My Complaints** page:

1. Hover your mouse over the **Complaints** menu and click onto **My Complaints**.

You will be taken to the **Complaints** page. The page shows all **Complaints** and current status of the complaint.

The screenshot displays the VBA360 user interface. At the top, there is a navigation bar with 'Home', 'Complaints', 'Building', 'Plumbing', and 'My Account'. The 'Complaints' menu is open, showing 'Lodge Complaint' and 'My Complaints'. Below this, there is a 'Make a new complaint' button (A) and two tabs: 'Submitted Complaints' (B) and 'Draft Complaints' (C). The 'Submitted Complaints' tab is active, showing a list of complaints. The first complaint (B) has the following details: Complaint ID COMP00367, Date received 26-05-2017, Status Pending Technical Assessment, and Site Address 21 HOME ST WATER NORTH VIC 3003. Below this is a 'View Documents' button. The second complaint (D) has the following details: Complaint ID COMP00396, Date received 16-06-2017, Status Allocated, and Site Address 21 HOME ST WATER NORTH VIC 3003. Below this is another 'View Documents' button. At the bottom, there is a pagination control showing 'First', 'Previous', '1', 'Next', and 'Last', and a message 'Showing 1 - 2 of 2 items'.

Notes about this page:

- A. Make a new Complaint button** – You can make a **New Complaint** by clicking this button
- B. Submitted Complaints tab** – You can see your previously **Submitted Complaints** from the **Submitted Complaints** tab and each complaint’s details such as Complaint ID, Date received, Status of the complaint and Site Address
- C. Draft Complaints tab** – You can see your **Draft Complaints** from the **Draft Complaints** tab
- D. View Documents button** – You can view the documents that you have submitted for a complaint and a PDF version of a **Complaint** that you have previously completed