

NIMS Complaints Module: Brief Instructions for Creating and Updating a Complaint Record

Logging In

- Go to: <https://www.nims.ie>
- Enter your **User ID & Password** and click **Log in to NIMS** - you're brought to the My NIMS Homepage
- If you have forgotten your **User ID & Password** or it has expired then select **Forgot your password?** link



National Incident Management System

Please enter your user information.

Client ID

User ID

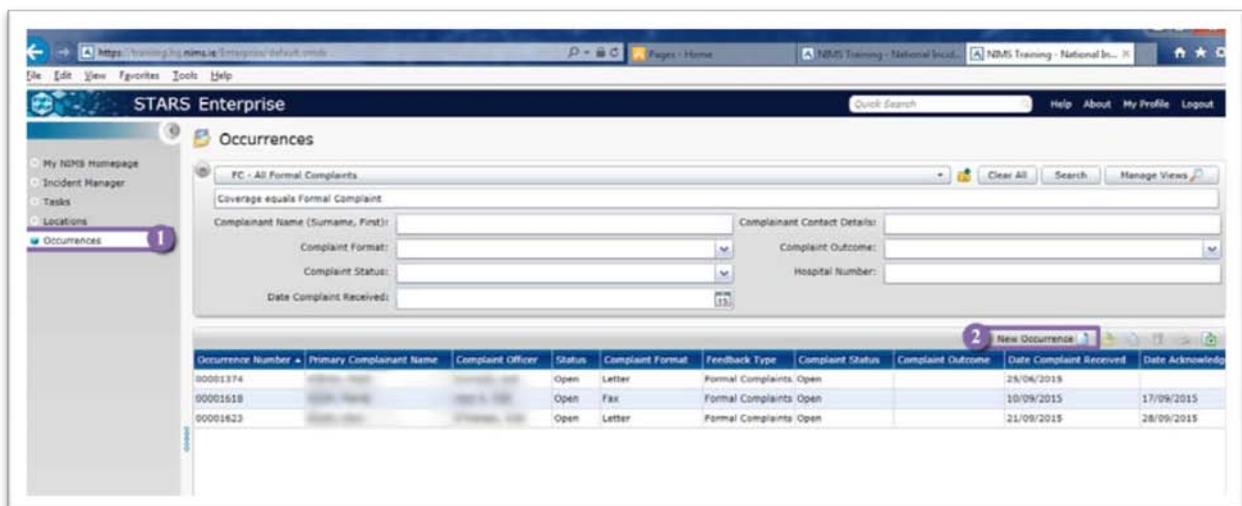
Password

[Forgot your password?](#)

Log In to NIMS

Recording a Complaint

Create an Occurrence (Complaint)



- 1 On the left-hand menu click **Occurrences** - A list of Occurrences is displayed (double-click on one to open an existing Occurrence)
- 2 Click the button **New Occurrence**

- 3 Select 'Formal Complaint'
- 4 Click OK - a blank Occurrence screen appears:

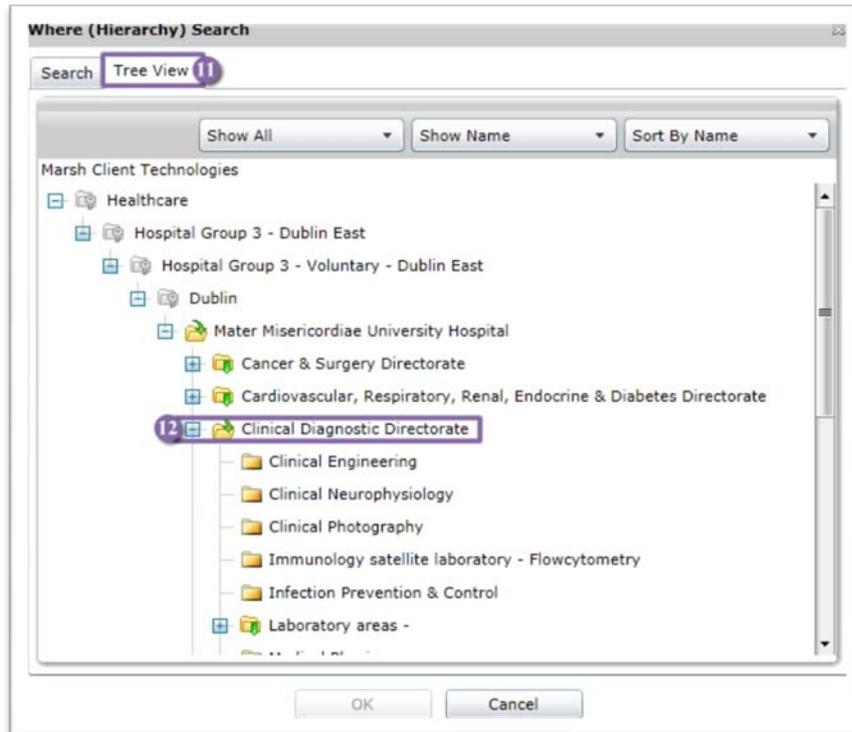
Enter the complaint details (at minimum):

- 5 Date Complaint received
- 6 Location (see 11 to select a location)
- 7 Complaint Format
- 8 Feedback Type

9 Either Service user name OR Complainant name

10 click Save

Note: Once you click Save additional items become available. Including Claims/Incidents. Location lookup.



11 ALWAYS use **Tree View** to select a location. Click on Tree View and you can look through the location hierarchy to find your location.

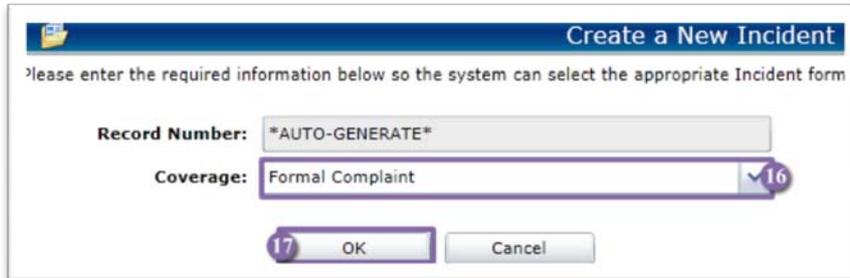
12 Select the **most local** location of the complaint from Tree View



13 **Add complaint issues**
Click on Claims/Incidents on the left-hand menu
The list of issues appears (this is blank as this is a new complaint)
Click New Record

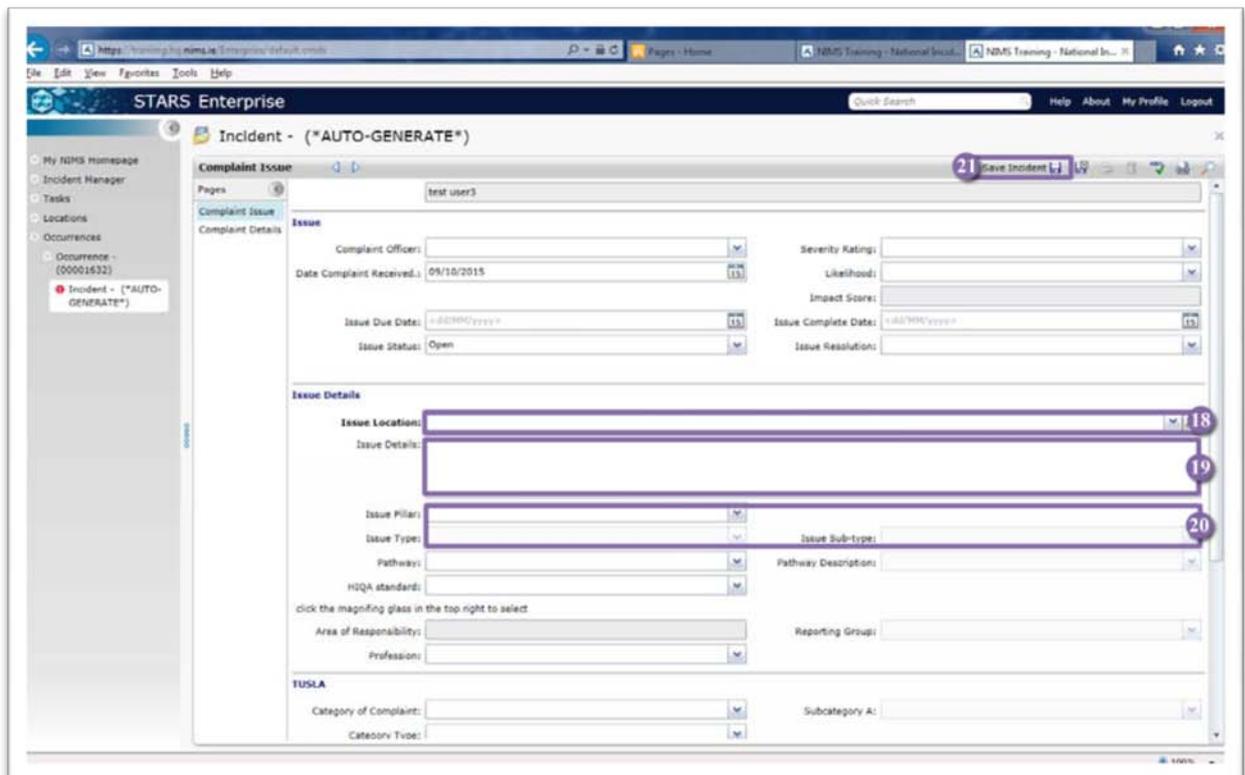
14 Select New Record 

15 Select 'New Incident' from the drop-down box (NEVER select New Claim)



16 You are asked to confirm the incident is 'Formal Complaint' coverage.

17 Click OK - a blank Incident screen appears:



New Incident, blank screen Enter at least the minimum details:

18 Issue location (use Tree View )

19 Issue Details

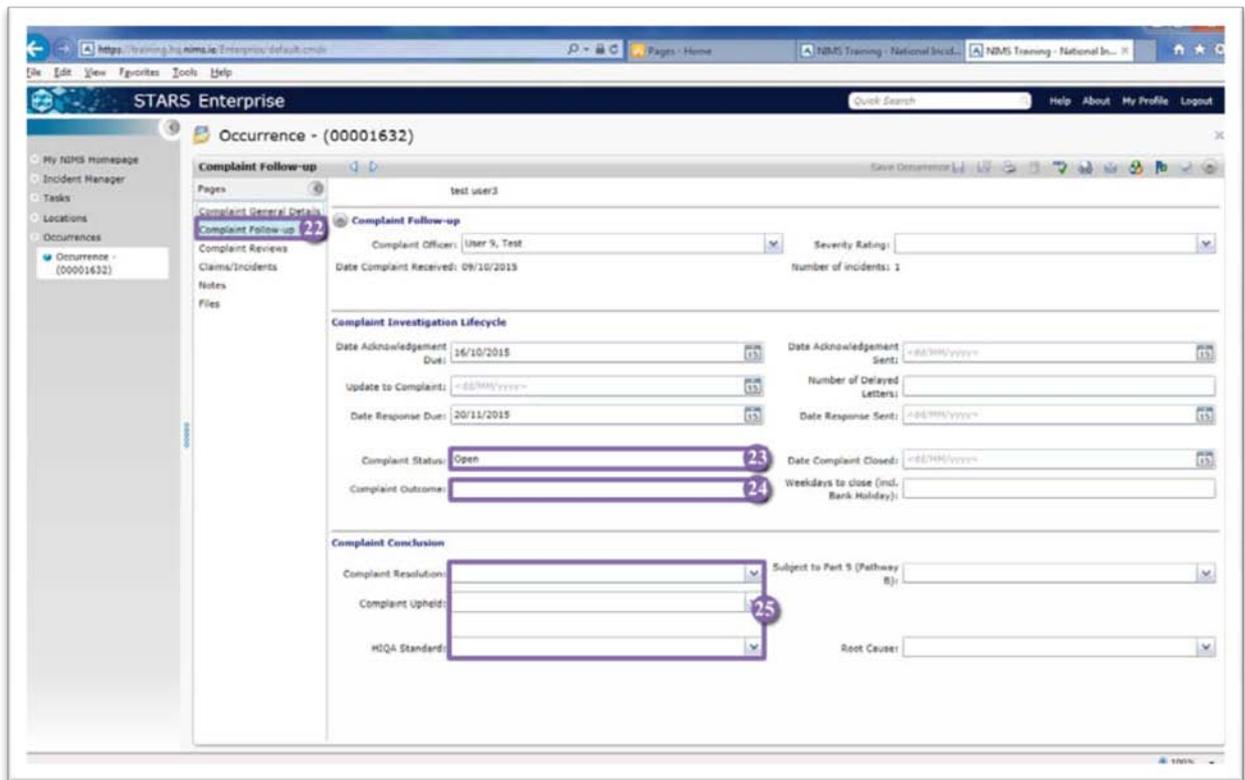
20 You should also categorise the issue using the various options.

21 Save Incident

NOTE 1: Repeat this to add additional issues

NOTE 2: Ignore the reference to 'lead claim'. This is not relevant to Complaints, but cannot be hidden.

Updating a Complaint



22 Complaint follow-up
The various fields can be filled here as the complaint is moved through its life cycle.

23 Add a **Complaint Outcome**. Click Save

24 When the Complaint Investigation is concluded change the **Complaint Status** to 'Closed'.

25 Provide full details regarding the complaint conclusion.