

Create complaints

At the company level, new complaints can be created as required. To do this, go to the "Complaints" tab and then click on the "Create complaint" field (see image above).

HOTELCLASS Classifications Profile Companies **Complaints** Reminders [Advanced Search](#)

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Complaints [Reset filter](#) [Create Complaint](#) [Excel](#)

☐ My Complaints

Company --

Complaint Category --

Status --

Show entries Search:

Hotel Name	Street	House Number	Zip code	City	Valid to	Last Name	First Name	Created at	Status
Big Bad Berlin	Am Weidendamm	1A	10117	Berlin	28.08.2024	Test	Test	27.08.2021	Open

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A new page opens, all important data must be entered on the page. This primarily includes the assignment to the relevant federal state via the "Client" field. Then create all the data on the complainant and the content of the complaint. Photos or other documents can be uploaded from the "Files" section. When creating a new complaint, it must first be saved before the function can be used.

Big Bad Berlin - 10117 Berlin

Complaint Categories	✕ Unprofessional staff
Responsible Person	HSU Office
Description	Everything were dirty. Staff laughed about our complaints.
Last Name	Test
First Name	Test
Street	
House Number	
Zip Code	
City	
Email	
Telephone	
Fax	
Status	Open
Created at	27.08.2021
Edited at	
Finished at	
Internal note	
Files	+ Upload Files

Revision #1

Created Fri, Oct 29, 2021 10:13 AM by [Cangülhan](#)

Updated Fri, Oct 29, 2021 10:20 AM by [Cangülhan](#)