

Creating a Complaint

To create a complaint in Muncicity, open the **Building** (*fig. 1*) section and open the parcel you want to create the complaint on if you are not already on it. Use the search to open the appropriate parcel if you are not already on it. Once the parcel is loaded:

1. Click on the **Complaints** (*fig. 2*) tab.
2. Click on the **Create a New Complaint** (*fig. 3*) button on the bottom of the window or right-click in the grid, and choose **Add a New Complaint** (*fig. 4*) from the menu that pops up. This will open a blank complaint.



To assign complaints to occupants, open the Occupants section on the General tab in the parcel. You will then need to open the appropriate occupant and go to the complaints tab there.



fig. 1

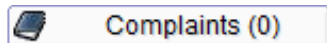


fig. 2



fig. 3

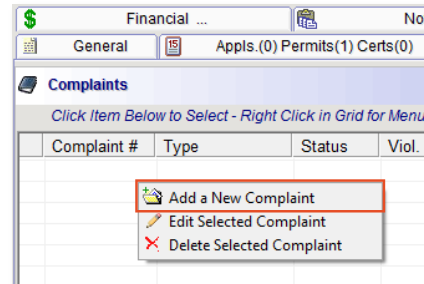


fig. 4

3. Choose the type of complaint that you want to create in the drop down menu labeled “Type (*fig. 5*).” Muncicity will begin to fill in all of the information that it can from the defaults set up in the complaint type. If you did not set a default value, or you want to set a custom value instead, you will need to change it manually.



There are some fields that can't have default values set for them. The user will need to fill these fields out manually.

4. **! Important** Make sure all the date fields are filled in on the complaint to prevent issues such as blank dates, or getting the default date of 1/1/1900 (*fig. 6*).

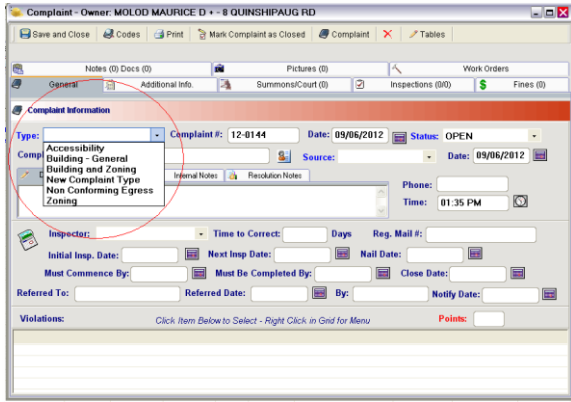


fig. 5

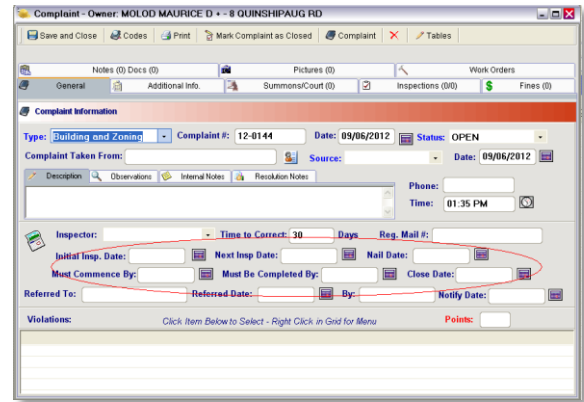


fig. 6

- Users may want to check is the information under the **Additional Info** tab.



Complaints created on the parcel will link to the parcel owner's information by default. The user must reassign the complaint to an occupant to contain the occupant's information.

Complaints created on an occupant will automatically contain the occupant's information.

- After making sure the information under the **Additional Info** tab is correct, users can start adding violations to the complaint.