



## WA415 Grievance Task Is Not Closing When Contact Log Is Updated

**Defect 30465:** When a contact log entry with a contact reason of “Grievance Follow Up-Resolved” is created the existing Grievance task is not automatically closed.

This workaround assumes there is an existing grievance task. The worker will manually close the existing grievance task after creating the “Grievance Follow Up-Resolved” contact log entry.

### Closing Grievance Task

1. Navigate to appropriate case.
2. Click **Tasks** hyperlink.
3. Click **Grievance** hyperlink.

Note: All grievance tasks begin with ‘GR’.

4. Complete necessary fields.
5. Click **Save and Continue**.
6. Close the **Task Management** pop up window.
7. Click the **Tasks** hyperlink again.
8. Click **Complete** associated to the Grievance task.

### Document Change Log

Date	Version	Author	Change Description
06/18/2015	2.7	Daniel Gibbons	Initial Draft completed

\*Update version/date in document footer.