

**Design and Implementation of an Interoperable Risk based Food
Safety Inspection Information Management System (IIMS) for the
FCAU of Ministry of Health**

User Training Guide

Complaint Management Module

Prepared By



PROCONS INFOTECH (PVT) LTD

171 2/1, NAWALA ROAD, NUGEGODA, SRI LANKA.

T: +94 11 2199555 F: _94 11 4209555

E: info@procons.lk W: www.proconsinfotech.com

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Key Summary

Project Name	Design and Implementation of an Interoperable Risk based Food Safety Inspection Information Management System (IIMS) for the FCAU of Ministry of Health
Tender No	2026/FASRL/FASRL/135600
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Author	Procons Infotech (Pvt) Ltd

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1. Complaint Management Registration

The Complaint Management module enables members of the public and other stakeholders to report food safety concerns through the FCAU IIMS. The system supports complaint registration, assignment, investigation, monitoring, resolution, and communication throughout the complaint lifecycle.

2. Complaint Submission

Complaints can be submitted through the public web portal by providing the required complaint details and supporting information.

Depending on the system configuration, complainants may choose to submit complaints anonymously.

To ensure the integrity of submissions and prevent automated or fraudulent entries, CAPTCHA validation is performed before a complaint can be submitted.

Upon successful submission:

1. A unique Complaint Reference Number is generated.
2. The complaint is recorded in the system.
3. The initial complaint status is set to **OPEN**.
4. A confirmation notification is sent to the complainant containing the complaint reference details.

[English](#)



FOOD SAFETY REGULATORY INFORMATION MANAGEMENT SYSTEM
Ministry of Health
Government of India

Food Safety Complaint

Use this portal to report food safety violations, spoiled food, or unhygienic conditions. You can choose to remain completely anonymous.

1. Complaint Details

Nature of Complaint *

Related to Advertisement

Advertisement & Broadcast Details

Advertisement Source

TV

Broadcast Date

mm/dd/yyyy

Broadcast Time

From Time To Time

Detailed Description *

Please describe what happened, when it happened, and any other relevant details...

Upload Complaint Document

Choose File No file chosen

Upload complaint document if available (PDF, DOC, DOCX, JPG, PNG - Max 10MB)

Evidence (Photos/Videos)

Choose Files No file chosen

Upload photos of the food, receipt, packaging, or premises (PDF, JPG, JPEG, PNG, MP4 - Max 5MB)

Evidence Video Link (Social Media Link / Google Drive Link)

https://www.youtube.com/watch?v=... or Google Drive / Video URL

Provide a link to video evidence hosted on YouTube, Google Drive, OneDrive, Vimeo, etc. (Optional)

2. Incident Location

Incident Location / Establishment Name *

e.g. City Supermarket or Golden Bakery

District *

Select District...

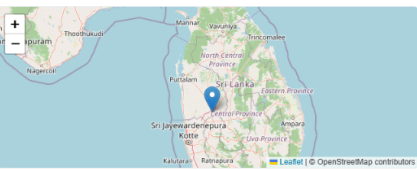
City / Town *

e.g. Dehliwala

Detailed Address / Landmarks

Describe exactly where it is located...

Pin Location on Map



Click on the map or drag the marker to pinpoint the exact incident location.

Latitude

7.396515

Longitude

80.310059

3. Your Details (Optional)

☐ Providing your contact details allows our inspectors to follow up for more information if needed. Your identity will be kept strictly confidential.

☐ I would like to keep my details anonymous

Full Name

Leave blank to remain anonymous

Phone Number

e.g. 077XXXXXXX

Email Address

To receive updates on your complaint

☐ I'm not a robot

Submit Complaint Securely

Want to sign in? [Back to Sign In](#)

Figure 1 Complaint Submission Screen

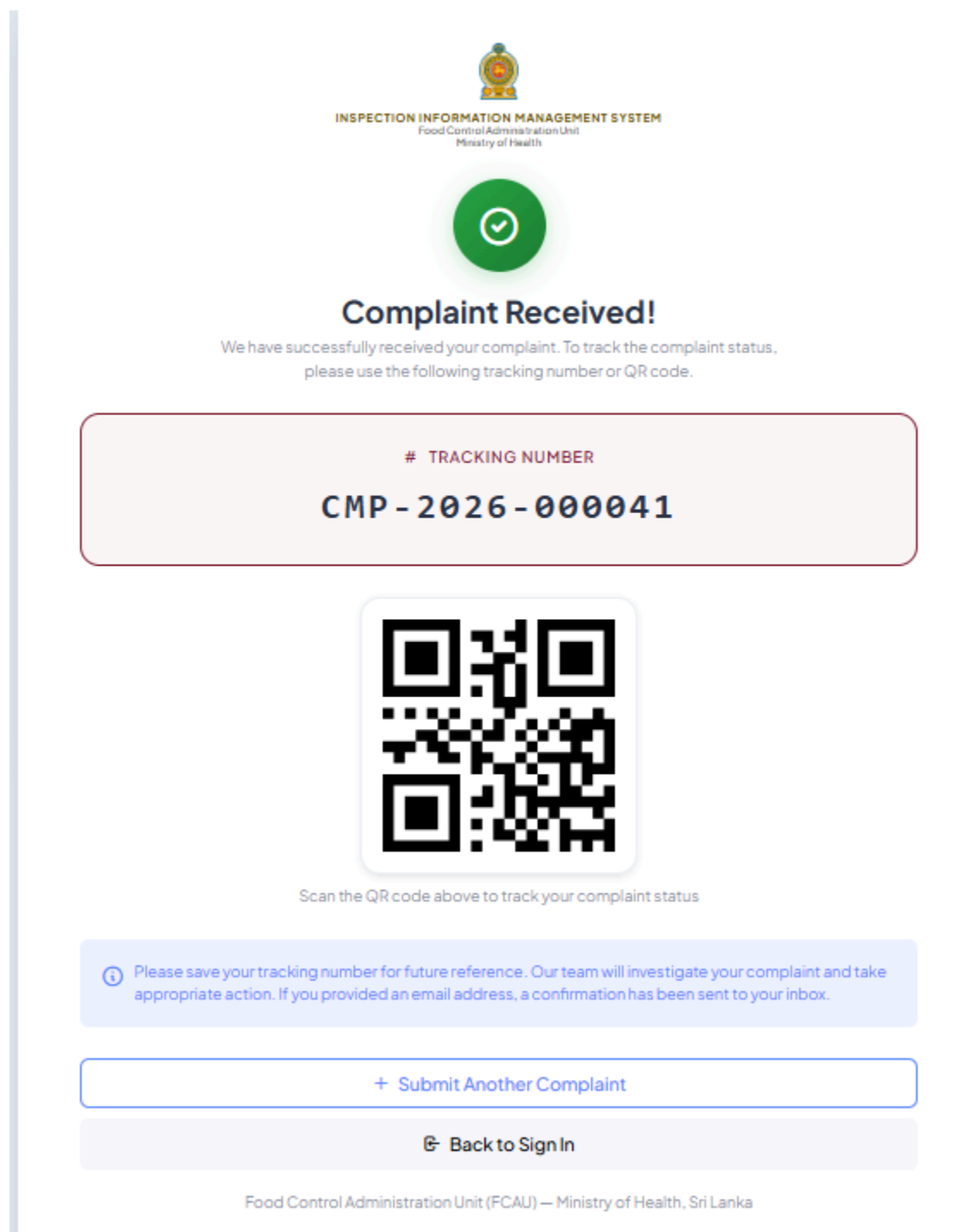


Figure 2 Complaint success interface

3. Complaint Registration and Tracking

Once the complaint is registered, it becomes available for review and processing by authorized FCAU personnel.

The generated Complaint Reference Number can be used to identify and track the complaint throughout its lifecycle.

All complaint information, attachments, and supporting details are securely maintained within the system.

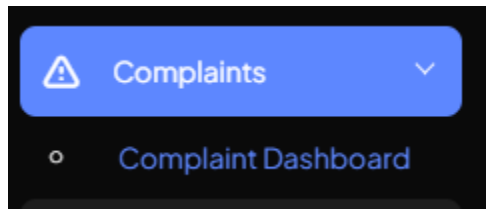


Figure 3 FCAU admin dashboard complaint tab

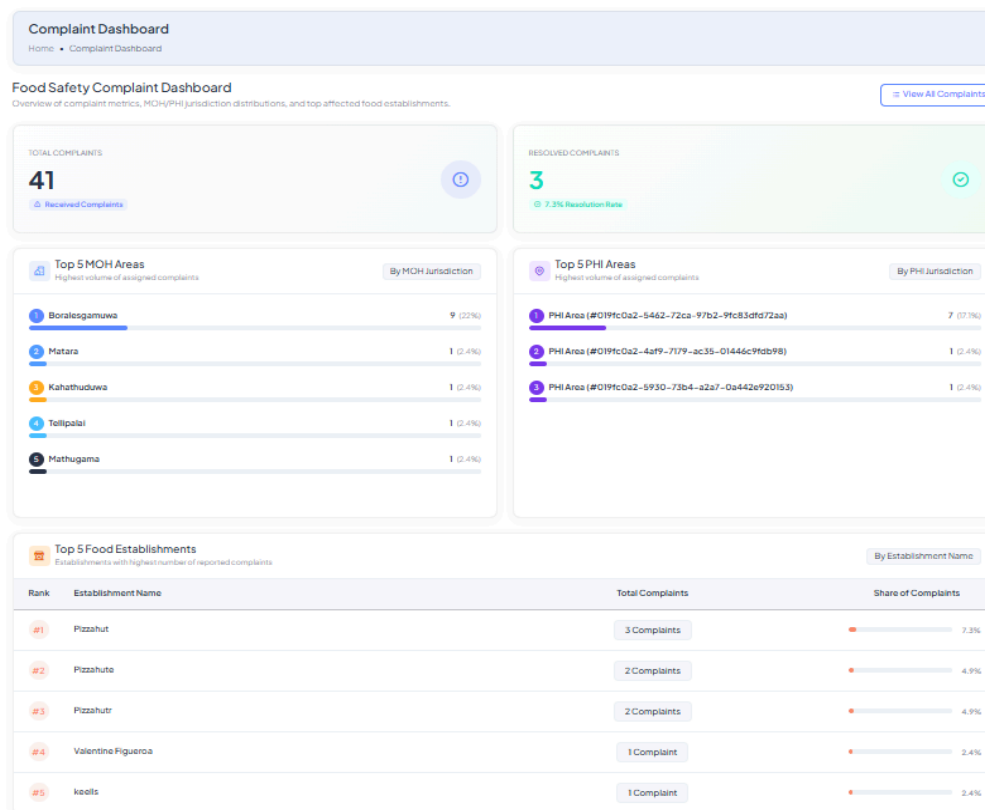


Figure 4 FCAU admin complaint dashboard

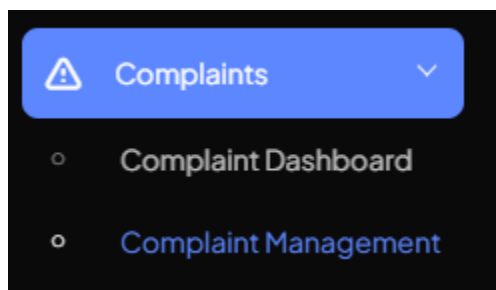


Figure 5 FCAU admin dashboard complaint grid

HOME
Dashboard
Food Business
Lab Management
Sampling
Master Data
Invoice Management
Legal Management
Importer Management
H800 Inspections
Export Management

Complaint Management

Home • Complaint Management

[+ Add Complaint](#)

Search
Nature of Complaint
Priority

All Categories
All Priorities
Filter
Export Excel

Reference No.	Nature of Complaint	Establishment	Location	Date	Complaint Status	Priority	Legal Action Status	Actions
CNP-2026-000011	Related to Advertisement	Cargills Kulutara	Kalutara	28 Sep 2026 09:28 AM	Assign to MOH	Medium	—	
CNP-2026-000010	Related to Advertisement	New Establishment Kulutara	Horana	24 Sep 2026 04:27 AM	Open	—	—	

Figure 6 FCAU admin dashboard complaint list

Complaint Overview
Home > Complaint Overview

[Back to List](#)

Complaint Details

Reference No: **CMP-2024-000012** Nature of Complaint: **Related to Advertisement**

Detailed Description: **sample description**

Advertisement Source: **TV**

Broadcast Date: **2026-09-16** Broadcast Time: **15:12 - 17:11**

Location Details

Establishment Name: **cargils** District: **Kalutara**

City / Town: **Kalutara** Latitude: **6.507210**

Longitude: **79.963989**

Detailed Address: **No 12, South Road, Kalutara**

Location Map

Metadata

Complaint Source: **Public**

Priority Classification: **Not Assigned**

Status: **Open**

Date Submitted: **2026-09-28 09:43**

Upload Complaint Document

Upload Complaint Document [View Letter](#)

Signed Document

Evidence Files

Evidence #1 [View](#)

Evidence Video Link (Social Media Link / Google Drive Link)

<https://www.who.int/news-room/fact-sh...> [Open Video Link](#)

Submitter Details

Full Name: **Akila Hashan** Phone Number: **0774409872** Email Address: **akilah2@gmail.com**

Figure 7 Complaint overview page



Figure 8 Preview and action

MINISTRY OF HEALTH

FCAU FSIRMS

HOME

Dashboard

Food Business

Lab Management

Sampling

Master Data

Invoice Management

Legal Management

Importer Management

H800 Inspections

Export Management

Complaints

Complaint Dashboard

Complaint Management

akila admin

Review Food Safety Complaint

Home • Review Food Safety Complaint

Back to List

1. Complaint Details

Nature of Complaint

Related to Advertisement

Detailed Description

sample description

Advertisement Source

TV

Broadcast Date

2026-09-16

Broadcast Time

15:12 - 17:11

Evidence Files

Evidence File #1

IPG File

View File

Evidence Video Link (Social Media Link / Google Drive Link)

https://www.who.int/news-room/fact-sheets/get...

Open Link

Upload Complaint Document

Upload Complaint Document

Signed Document

View File

2. Incident Location

Incident location

cargils

District

Kalutara

City / Town

Kalutara

Latitude

6.507210

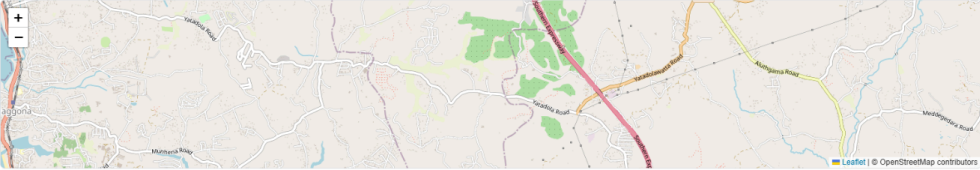
Longitude

79.963989

Detailed Address / Landmarks

No 12, South Road, Kalutara

Location Map



3. Complainer Details (Optional)

Full Name

Akila Hashan

Phone Number

0774409872

Email Address

akilaha2@gmail.com

Back to List

Assign Priority & Status

Priority Classification

Low

Medium

High

Critical

Complaint Status *

Open

Save Status & Priority

Figure 9 Action page for complaint preview

Re-Assign Complaint

i Reference No: **CMP-2026-000007**

MOH Area *

Boralesgamuwa

PHI Area

Select PHI Area (Optional)...

Cancel

Save Re-Assignment

Figure 10 Re assign page

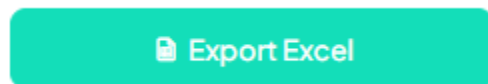
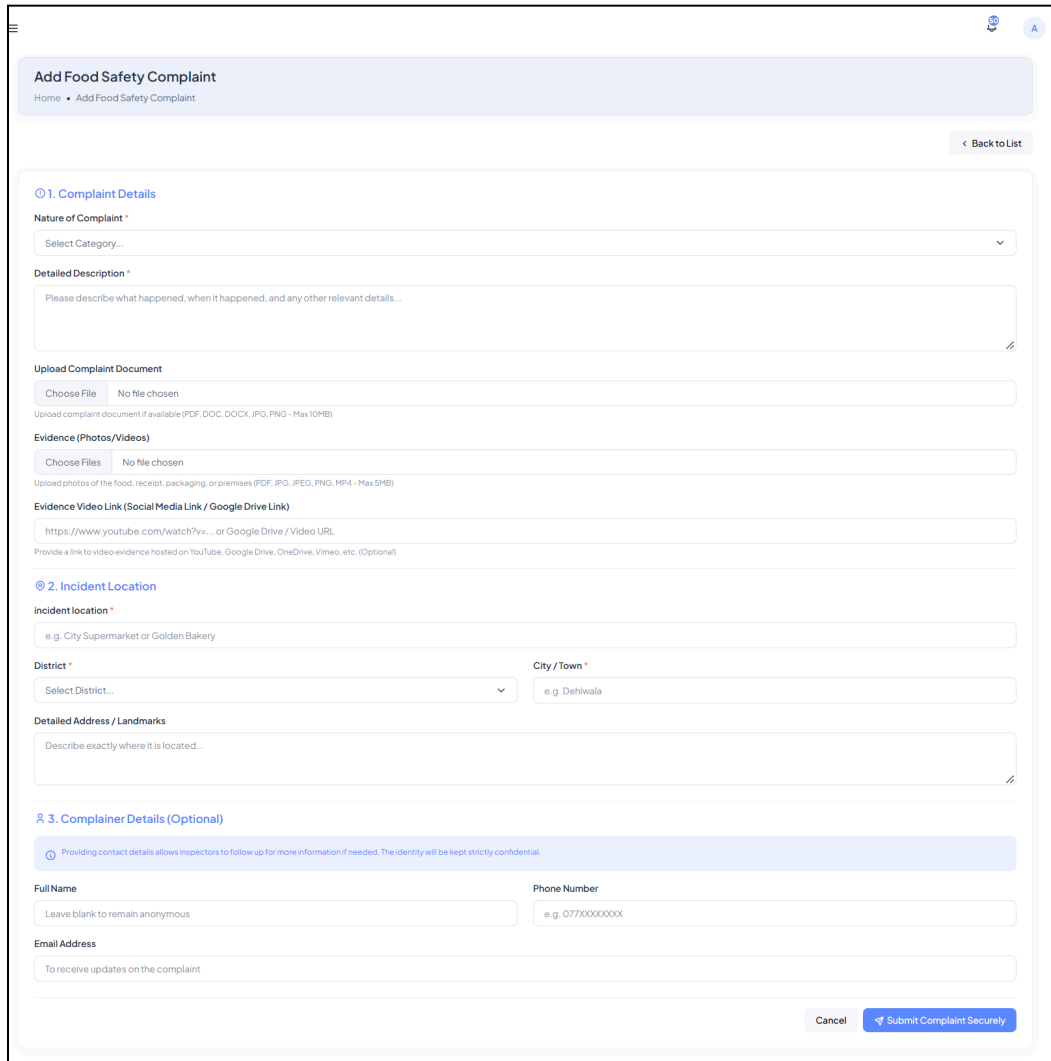


Figure 11 all list export option

A1	Reference No									
	A	B	C	D	E	F	G	H	I	J
1	Reference No	Nature of Complaint	Establishment Name	District	City / Town	Detailed Address	Priority	Date Submitted	Submitter Name	Submitter Phone
2	CMP-2026-000041	4 keells	Colombo	colombo	main street		Medium	2026-08-18 09:13:02	Akila Hashan	0774409872
3	CMP-2026-000040	7 Whoopi Good	Kilinochchi	Amet do et unde adi	Repellendus Obcaeca		Medium	2026-08-18 09:06:11	Akila Hashan	
4	CMP-2026-000039	5 Kadeem Harmon	Colombo	Id omnis nisi facili	Quis voluptatum proi		Medium	2026-08-18 08:54:55	Akila Hashan	
5	CMP-2026-000038	2 Ariel Holman	Colombo	colombo	Id minima anim volu		Medium	2026-08-18 08:53:33	Akila Hashan	0774409872
6	CMP-2026-000037	2 Macey Cox	Colombo	Unde dolor inventore	Rerum placeat in no		Medium	2026-08-18 08:52:17	Akila Hashan	
7	CMP-2026-000036	8 Susan Carver	Colombo	colombo	Aut commodi in dolor		Medium	2026-08-18 08:37:01	Akila Hashan	0774409872
8	CMP-2026-000035	2 eee	Colombo	colombo	Voluptatibus sunt cu		Medium	2026-08-18 08:12:54	Akila Hashan	0774409872
9	CMP-2026-000034	4 James Charles	Colombo	colombo	Architecto numquam c		Medium	2026-08-18 07:50:58	Akila Hashan	0774409872
10	CMP-2026-000033	1 Test Restaurant	Colombo	Colombo			Medium	2026-08-18 07:49:58	Anonymous	
11	CMP-2026-000032	5 Youssef Steak	Laffan	colombo	Aut non aut in eodem		Medium	2026-08-18 07:47:57	Akila Hashan	0774409872

Figure 12 Excel outcome



Add Food Safety Complaint
Home • Add Food Safety Complaint

[Back to List](#)

1. Complaint Details

Nature of Complaint *
Select Category...

Detailed Description *
Please describe what happened, when it happened, and any other relevant details...

Upload Complaint Document
Choose File No file chosen
Upload complaint document if available (PDF, DOC, DOCX, JPG, PNG - Max 10MB)

Evidence (Photos/Videos)
Choose Files No file chosen
Upload photos of the food, receipt, packaging, or premises (PDF, JPG, JPEG, PNG, MP4 - Max 5MB)

Evidence Video Link (Social Media Link / Google Drive Link)
https://www.youtube.com/watch?v=... or Google Drive / Video URL
Provide a link to video evidence hosted on YouTube, Google Drive, OneDrive, Vimeo, etc. (Optional)

2. Incident Location

Incident location *
e.g. City Supermarket or Golden Bakery

District *
Select District...

City / Town *
e.g. Dehiwala

Detailed Address / Landmarks
Describe exactly where it is located...

3. Complainer Details (Optional)

Providing contact details allows inspectors to follow up for more information if needed. The identity will be kept strictly confidential.

Full Name
Leave blank to remain anonymous

Phone Number
e.g. 077XXXXXXX

Email Address
To receive updates on the complaint

[Cancel](#) [Submit Complaint Securely](#)

Figure 13 Complaint list page able to add new complaint

4. Complaint Assignment

The system automatically identifies the relevant Grama Niladhari (GN) Division and associated Medical Officer of Health (MOH) area based on the complaint location.

An authorized FCAU officer reviews the complaint and assigns it to the appropriate MOH area for further action.

Where required, the MOH may assign the complaint to a Public Health Inspector (PHI) or another responsible officer for investigation.

MOH side view option

The screenshot shows the 'Complaint Management' interface. On the left is a dark sidebar with a menu including: HOME, Dashboard, Premises Applications, Legal Management, H800 Reviews, Complaint Management (highlighted), Bottled Water Apps, Reports, and H800 Certificate Ledger. The main content area has a header 'Complaint Management' with a breadcrumb 'Home > Complaint Management'. Below the header is a search bar with the placeholder 'Search by establishment, city, nature, or ID...' and a 'Priority' dropdown menu set to 'All Priorities'. A blue 'Filter' button is to the right. Below this is a table of complaints:

Reference No.	Nature of Complaint	Establishment	Location	Date	Complaint Status	Priority	Actions
CMP-2026-000007	Improper storage / temperature violations	Kellie Maddox	co2ambo	25 Aug 2026 10:51 AM	Assign To PHU	Medium	

Figure 14 MOH assign complaint list

The screenshot shows the 'Complaint Overview' interface. It has a header 'Complaint Overview' with a breadcrumb 'Home > Complaint Overview' and a '< Back to List' button. The main content is divided into several sections:

- Complaint Details:**
 - Reference No: CMP-2026-000012
 - Nature of Complaint: Related to Advertisement
 - Detailed Description: sample description
 - Advertisement Source: TV
 - Broadcast Date: 2026-09-16
 - Broadcast Time: 15:12 - 17:11
- Location Details:**
 - Establishment Name: cargils
 - District: Kalutara
 - City / Town: Kalutara
 - Latitude: 6.507210
 - Longitude: 79.963989
 - Detailed Address: No 12, South Road, Kalutara
 - Location Map: A map showing the location of 'cargils' in Kalutara.
- Metadata:**
 - Complaint Source: Public
 - Priority Classification: Medium
 - Status: Assign to MOH
 - Date Submitted: 2026-09-28 09:43
- Upload Complaint Document:**
 - Upload Complaint Document: Signed Document (with a 'View Letter' button)
- Evidence Files:**
 - Evidence #1: (with a 'View' button)
 - Evidence Video Link (Social Media Link / Google Drive Link): <https://www.who.int/news-room/fact-sh...> (with an 'Open Video Link' button)
- Submitter Details:**
 - Full Name: Akila Hashan
 - Phone Number: 0774409872
 - Email Address: akilaha2@gmail.com

Figure 15 Complaint overview

Review Food Safety Complaint

Home • Review Food Safety Complaint

Back to List

1. Complaint Details

Nature of Complaint

Related to Advertisement

Detailed Description

sample description

Advertisement Source

TV

Broadcast Date

2026-09-16

Broadcast Time

15:12 - 17:11

Evidence Files

Evidence File #1

JPG File

View File

Evidence Video Link (Social Media Link / Google Drive Link)

https://www.whb.int/news-room/fact-sheets/det...

Open Link

Upload Complaint Document

Upload Complaint Document

Signed Document

View File

2. Incident Location

Incident location

cargils

District

Kalutara

City / Town

Kalutara

Latitude

6.507210

Longitude

79.963989

Detailed Address / Landmarks

No 12, South Road, Kalutara

Location Map

3. Complainer Details (Optional)

Full Name

Akila Hashan

Phone Number

0774409872

Email Address

akilah2@gmail.com

Back to List

Assign Priority & Status

Priority Classification

☐ Low
☒ Medium
☐ High
☐ Critical

Complaint Status *

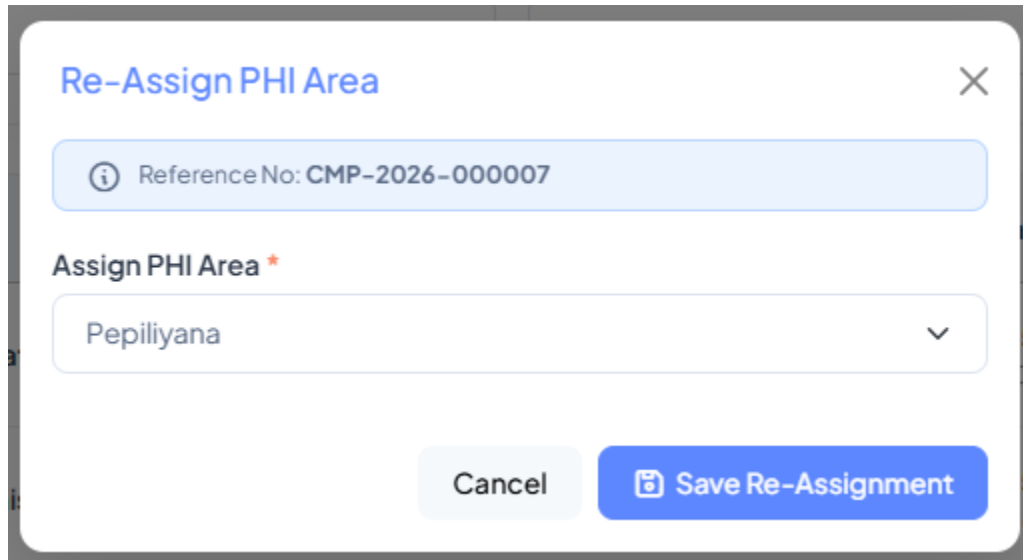
Assign to PHI

Assign PHI Area

Select PHI Area (Optional)...

Save Status & Priority

Figure 16 MOH Action page to assign PHI for complaint



Re-Assign PHI Area [Close]

Reference No: **CMP-2026-000007**

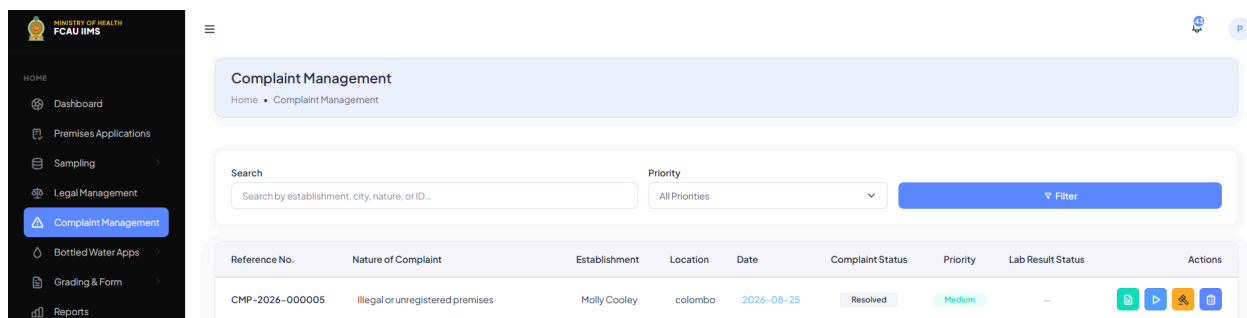
Assign PHI Area *

Pepiliyana [Dropdown Arrow]

Cancel **Save Re-Assignment**

Figure 17 PHI re assign option

PHI side view option



Complaint Management
Home • Complaint Management

Search: Search by establishment, city, nature, or ID... Priority: All Priorities [Filter]

Reference No.	Nature of Complaint	Establishment	Location	Date	Complaint Status	Priority	Lab Result Status	Actions
CMP-2026-000005	Illegal or unregistered premises	Molly Cooley	colombo	2026-08-25	Resolved	Medium	—	[Icons]

Figure 18 PHI view option for Complaints

Review Food Safety Complaint

Home • Review Food Safety Complaint

Back to List

1. Complaint Details

Nature of Complaint

Related to Advertisement

Detailed Description

sample description

Advertisement Source

TV

Broadcast Date

2026-09-16

Broadcast Time

15:12 - 17:11

Evidence Files

Evidence File #1

JPG File

View File

Evidence Video Link (Social Media Link / Google Drive Link)

https://www.who.int/news-room/fact-sheets/det...

Open Link

Upload Complaint Document

Upload Complaint Document

Signed Document

View File

2. Incident Location

Incident location

cargils

District

Kalutara

City / Town

Kalutara

Latitude

6.507210

Longitude

79.963989

Detailed Address / Landmarks

No 12, South Road, Kalutara

Location Map

3. Complainer Details (Optional)

Full Name

Akila Hashan

Phone Number

0774409872

Email Address

akilah2@gmail.com

Back to List

Schedule Inspection Visit

Schedule an inspection visit for this complaint with the central Inspection Management System.

Target Inspection Date

09/28/2026

Schedule a Visit

Figure 19 PHI side overview and visit schedule

5. Complaint Prioritization

Each complaint is assigned a priority level based on the severity of the reported issue and the potential public health risk.

The available priority levels are:

- Low
- Medium
- High
- Critical

The assigned priority assists officers in determining the urgency and order in which complaints should be addressed.

6. Complaint Investigation

Following assignment, the responsible officer initiates the investigation process.

The complaint progresses through the following workflow statuses:

OPEN → ASSIGNED → IN PROGRESS → RESOLVED → CLOSED

Additional statuses may be used where appropriate:

- **REJECTED** – The complaint does not meet validation requirements or falls outside the scope of FCAU responsibilities.
- **DUPLICATE** – The complaint has been identified as a duplicate of an existing complaint record.

All status changes are recorded within the system for monitoring and audit purposes.

7. Regulatory Investigation Activities

During the investigation process, the assigned officer may perform one or more regulatory activities depending on the nature of the complaint.

These activities may include:

- Premises inspections and assessments.
- Product sampling.
- Laboratory testing.
- Compliance verification activities.
- Enforcement actions.
- Legal or prosecution-related activities where applicable.

Investigation findings, observations, and supporting evidence are recorded within the system.

The screenshot shows the 'Complaint Management' section of the FCAU IMS system. On the left is a dark sidebar with a menu including Dashboard, Premises Applications, Sampling, Legal Management, Complaint Management (highlighted), Bottled Water Apps, Grading & Form, and Reports. The main content area has a header 'Complaint Management' with a breadcrumb 'Home > Complaint Management'. Below this is a search bar with the placeholder 'Search by establishment, city, nature, or ID...' and a 'Priority' dropdown menu set to 'All Priorities'. A blue 'Filter' button is to the right. Below the search bar is a table with the following data:

Reference No.	Nature of Complaint	Establishment	Location	Date	Complaint Status	Priority	Lab Result Status	Actions
CMP-2026-000005	Illegal or unregistered premises	Molly Cooley	colombo	2026-08-25	Resolved	Medium	—	[Icons: Chat, Print, Alert, Copy]

Figure 20 PHI side Complaint list

The screenshot shows the 'Inspection Calendar' section of the FCAU IMS system. The sidebar menu is similar to the previous screenshot, but 'Grading & Form' is highlighted. The main content area has a header 'Inspection Calendar' with a breadcrumb 'Home > Inspection Calendar'. Below this is a section titled 'My Active Tasks' with the subtext 'Start or resume your inspections'. It includes a search bar 'Search establishment...', a 'Cancelled' toggle, and a list of tasks for 'Molly Cooley'. Each task entry shows 'N/A', 'Saepe pariatum Renu', a date, and a 'Start' button. To the right of the tasks is a calendar for 'August 2026' with a grid showing days from Sunday to Saturday. The calendar is currently set to 'today' and has 'month' and 'list' view options.

Figure 21 PHI complaint inspection schedule

Molly Cooley
Saepe pariat Rerur

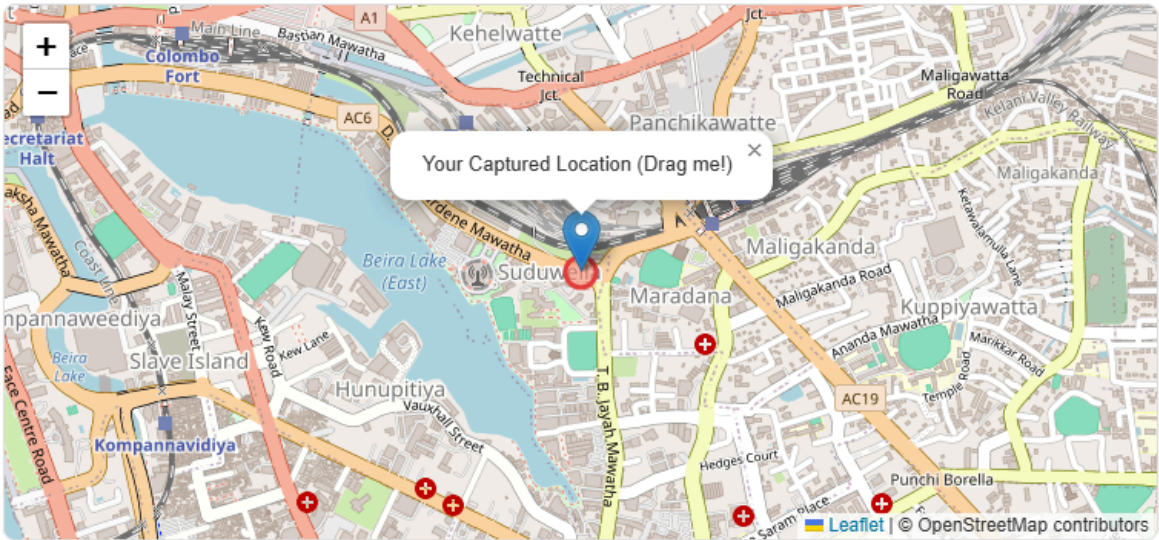
Establishment GPS Coordinates

Lat	6.927100	Lng	79.861200
-----	----------	-----	-----------

PHI Officer's Captured GPS Coordinates *

Lat	6.9271	Lng	79.861	GPS
-----	--------	-----	--------	-----

Map Verification (Establishment: Red, Your GPS: Blue marker - drag to simulate location)



Cancel

Confirm & Start Inspection

Figure 22 Location capture GPS

8. Investigation Outcome

If the Complaint is Resolved

When the investigation has been completed and the issue has been addressed:

1. Investigation findings are recorded.
2. Actions taken and resolution details are documented.
3. The complaint status is updated to **RESOLVED**.
4. After all required activities are completed, the complaint status is updated to **CLOSED**.



Figure 23 Action button enable after report generate in the portal and able to Resolve

Figure 39 Final resolved option submit

If Enforcement Action is Required

Where regulatory violations or legal action are identified:

1. The complaint is escalated through the relevant enforcement or prosecution workflow.
2. Enforcement activities and follow-up actions are tracked within the system.
3. Related inspection, sampling, laboratory, and legal records may be linked to the complaint for traceability.

9. Notifications and Communication

The system provides automated notifications to keep complainants informed throughout the complaint lifecycle.

Notifications may be issued at the following stages:

- Complaint submission confirmation.
- Complaint reference number generation.
- Complaint assignment.
- Status updates.
- Investigation progress updates, where applicable.
- Final resolution notification.

The availability of notifications may depend on whether the complainant has provided contact information and whether the complaint was submitted anonymously.

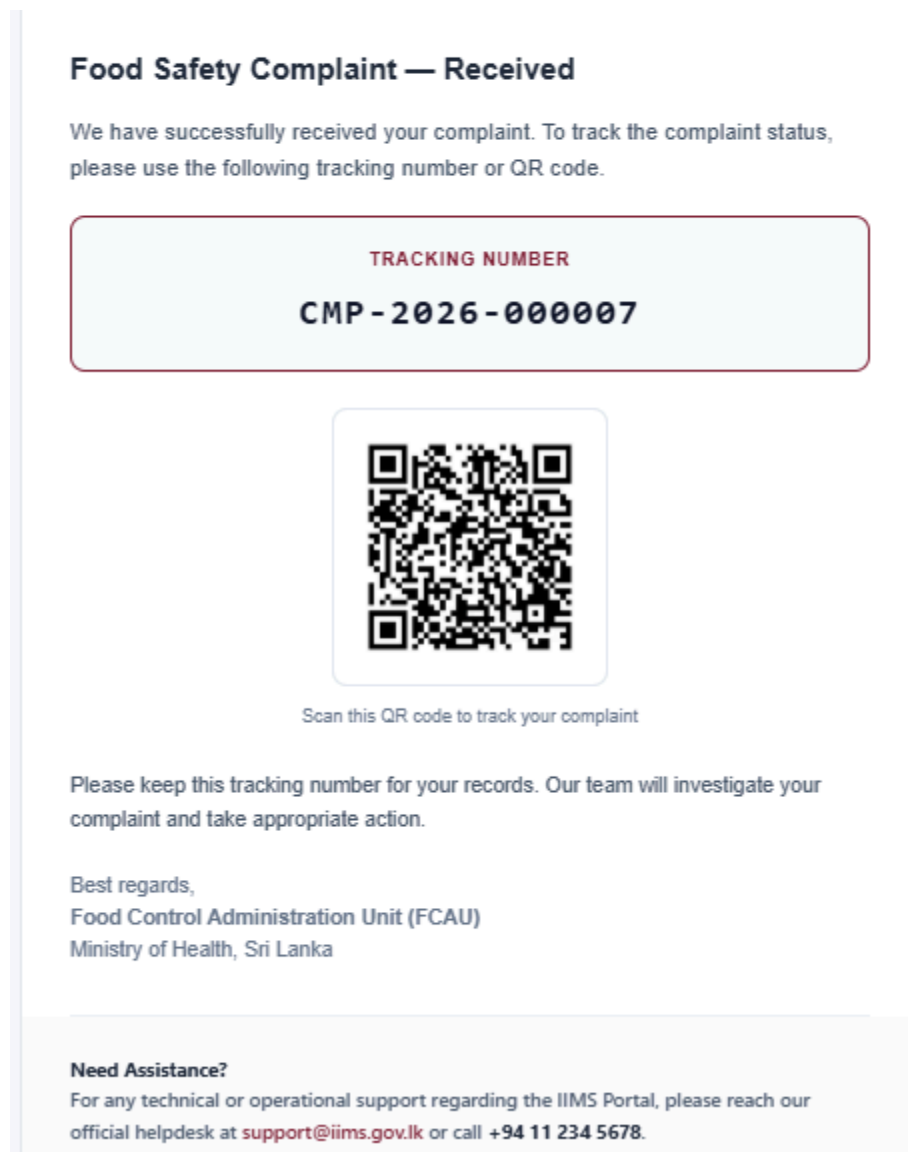


Figure 42 Compliant received email for Complainer side

Food Safety Complaint — Assigned to MOH for Review

Your complaint has been assigned to the relevant MOH for further review and investigation. To track the complaint status, please use the following tracking number or QR code.

TRACKING NUMBER

CMP - 2026 - 000007



Scan this QR code to track your complaint

Please keep this tracking number for your records. Our team will investigate your complaint and take appropriate action.

Best regards,
Food Control Administration Unit (FCAU)
Ministry of Health, Sri Lanka

Need Assistance?

For any technical or operational support regarding the IIMS Portal, please reach out to the support team.

Figure 43 Complainant assigned to MOH update email for Complainant side

Food Safety Complaint — Assigned to PHI for Review

Your complaint has been assigned to the relevant Public Health Inspector (PHI) for further review and investigation. To track the complaint status, please use the following tracking number or QR code.

TRACKING NUMBER

CMP - 2026 - 000007



Scan this QR code to track your complaint

Please keep this tracking number for your records. Our team will investigate your complaint and take appropriate action.

Best regards,
Food Control Administration Unit (FCAU)
Ministry of Health, Sri Lanka

Need Assistance?

For any technical or operational support regarding the IIMS Portal, please reach our

Figure 44 Compliant assign to PHI update email for Complainer side

10. Record Retention and Audit Trail

All complaint records, investigation details, supporting documents, evidence, actions taken, and status changes are maintained within the system.

These records support:

- Regulatory monitoring.
- Complaint tracking.
- Management reporting.
- Audit and compliance requirements.
- Historical reference and traceability.

Authorized users may search, review, and generate reports on complaint activities according to their assigned permissions.

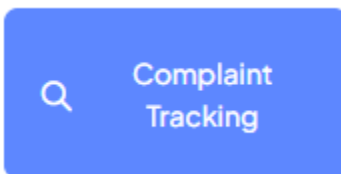


Figure 45 Complaint tracking in public UI login

Figure 46 Complaint search option