# Corrective actions

The tasks that come out of a failed item — who owns them, how they move from Open to Verified, and why verification matters.

A **corrective action** is something that has to be fixed. Most are raised automatically: an item that fails on a visit, and that was set up to do so, produces one against the tribe with a due date, the moment the check is submitted.

You can also raise one by hand from the **Actions** page, from a check, or from a tribe profile.

## The five states

| State | What it means |
|---|---|
| Open | Raised, nobody has started. |
| In progress | Being worked on. |
| Done | The tribe says it is fixed. |
| Verified | The franchisor has confirmed it. This is the only state that closes it. |
| Cancelled | Raised in error, or no longer applies. |

> **DONE IS A CLAIM, VERIFIED IS A FACT**
> Splitting the two is deliberate. Done is the tribe telling you the signage is fixed; Verified is somebody having seen it, usually at the next visit. Done still counts as open — only Verified or Cancelled takes it off the open count.

## Moving one along

Click the status chip on any row and pick the next state. It is a menu, not a form, so working down a list of ten is quick. Marking one Verified records who verified it and when.

Reopening one clears the completion and verification stamps, so the history does not claim it was fixed when it was not.

## Severity and due dates

| Severity | Rough meaning |
|---|---|
| Critical | A safety or legal exposure. Fix today. |
| High | A standard that materially affects customers. |
| Medium | The default. Fix within the normal window. |
| Low | Tidy up when convenient. |

Actions raised automatically take their severity and their due window from the checklist item, so a food safety fail can be seven days and critical while a signage fail is thirty days and medium.

## Who owns it

Most actions are owned by the tribe. Some are the franchisor's — "send the updated signage artwork" is head office, not the franchisee. Set **Owned by** accordingly, and name a person if it belongs to somebody in particular.

> **AN ACTION WITH NO DUE DATE IS A WISH**
> Actions without a due date never appear as overdue and quietly accumulate. Give every one a date, even a generous one, so the overdue count means something.

## Evidence

Photographs attach to the **items on a check**, not to an action, and an action raised from a failed item links straight back to the check it came from — so the picture of the problem is one click away from the action to fix it.

Proof that something was fixed comes from the tribe. When the tribe marks an action **Done** from its own Compliance page it can write what was done and attach photographs. Open the action from the Actions page and you will find the reply under **What the tribe did** and the photographs under **Evidence from the tribe**. Look at them before you move the action to Verified, or wait for the next check of that item if you would rather see it in person.