

| | |
|--|---|
| <i>The Town of Fort Frances</i> | SECTION HUMAN RESOURCES |
| <u>CUSTOMER COMPLAINT</u> <u>POLICY</u> | NEW: January 13, 2003 REVISED: |
| Resolution No. | Supercedes Resolution No. |
| Policy Number 3.12 | PAGE 1 of 2 |

PURPOSE

To insure that customer complaints receive proper and prompt responses.

Definition

For this purpose a customer complaint must be differentiated from a request for service. Complaints are matters or situations that the Town can take action to rectify involving:

- A situation involving a hazard to the health and safety of residents
- Situations that reflect badly on the Town of Fort Frances
- Situations that unnecessarily inconvenience residents
- The manner in which a situation has been handled

This is distinct from a request for service such as a plugged sewer or frozen water line. When in doubt a situation should be treated as a customer complaint.

PROCEDURES

Staff as well as the Mayor and Council are encouraged to direct customers to call the Civic Centre to register their complaints.

All customer complaints are to be recorded on the attached form which is available in the Complaints Shared Folder.

The Customer Service Co-ordinator will be responsible for

- Recording upon receipt of a Customer Complaint the information on the form
- Notifying by e-mail, fax or phone the staff person and Division Manager responsible for responding to the complaint
- Recording the subsequent responses and resolution as reported by the staff person responsible for responding to the complaint

The staff member responsible for responding to the complaint will:

- Contact the customer as soon as possible but in no case later than the next business day to receive and/or provide further information.
- Forward particulars of the resolution of the complaint to the Customer Service Co-ordinator no later than the next business day following the resolution

Division Managers will:

- Review the customer complaint listings on a weekly basis to insure that the necessary follow up is being provided for complaints within their jurisdiction
- Review with other Managers on a bi-weekly basis at their regular meetings all complaints to insure that all complaints are being dealt with in a timely manner and to determine if changes to complaint processing and/or general Town practices are necessary