



Department: Administration

Policy Effective: January 1, 2025

Complaint Protocol

Policy Statement

As a part of CEO's overall efforts for continuous quality improvement and in compliance with maximum feasible participation of customers, it is imperative to document, address, and track all complaints.

Procedure

Complaints and concerns can be voiced in a few different ways; phone call, suggestion card, or conversation. CEO maintains a designated complaint extension 236, where complaints or concerns can be detailed via phone. Any voicemails left on this extension will automatically generate an email to the QA Director. Suggestion cards are maintained physically throughout CEO buildings in designated locations that are accessible to customers. Suggestions may also be made via QR code.

Documentation of Complaints:

No matter how a complaint or concern is received, it must be documented on the CEO online Complaint form. This can be located on the Intranet here: [Customer Complaint Form | CEO Employee Intranet](#)

The complaint form includes:

- Name of staff member filling out the form
- Email for that staff member's direct supervisor
- Name of the complainant
- Contact information for complainant (phone or email)
- Description of the complaint



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- Programming the complaint is about
- When the complaint happened
- Why did the situation occur

All completed complaint forms from the CEO Intranet will be automatically emailed to the QA Director as well as the department Director.

Follow-up:

The department Director must respond to the complaint within two to three business days of receiving the complaint and fill out a resolution form. The Resolution form can be found here: [Customer Complaint Resolution Form | CEO Employee Intranet](#)

This resolution form includes:

- Director's name.
- Was the complainant able to be reached?
- Clarification of the complaint.
- Description of the solution, if applicable.
- Recommendation for training.
- Description of training, if applicable.
- Was the complainant satisfied with the resolution?
- If not, what are follow-up steps?

The QA Director must follow-up with the department Director within two to three business days of the submission of the Resolution form and fill out a QA form. The QA form can be found here: [Quality-Assurance-follow-up-form.pdf](#)

This form includes:

- Pertinent follow-up information.
- Notation of the resolution.
- Notation of any missed steps.
- Identification of potential trends.
- Recommended follow-up.



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Additional Documents

Customer Feedback Survey: [CEO Customer Satisfaction Survey](#)

Complaint Form: <https://intranet.ceo-cap.org/resources/quality-assurance/customer-complaint-form/>

Complaint Resolution Form: <https://intranet.ceo-cap.org/resources/quality-assurance/customer-complaint-resolution-form/>

QA Form: <https://intranet.ceo-cap.org/wp-content/uploads/2024/08/Quality-Assurance-follow-up-form.pdf>