

# COMPLAINTS POLICY

*(Effective May 1, 2012)*

MAX supports a customer's right to voice valid complaints or concerns about its employees, policies and services. However, Authority employees may not be subjected to offensive, hostile and abusive language and actions by customers. Employees may end customer communications and refuse to take a complaint if an individual becomes abusive. Complaints can be made to the Authority by phone, fax, website, email and postal mail.

Not all comments are complaints that require response. The Authority attempts to deal with valid complaints in a professional, fair and consistent manner that complies with professional and ethical standards of conduct.

Below are general guidelines to follow when you receive a customer complaint:

- Determine if the customer simply wants you to help correct the problem over the phone, or if the issue is serious enough that it should be documented and requires follow-up from management.
- Completely fill out the Complaint/Compliment Form to document the complaint and the caller's correct name, address and phone number. *(Use a separate sheet if you need more room for your notes and staple this to the complaint form).*
- The customer must provide their name and contact information in order to receive a response from MAX. As a general rule, the MAX does not document or investigate anonymous complaints.
- Try to resolve the issue if you are able.
- If the complaint requires investigation and facts-checking, tell the customer you have taken the information and will forward it to the correct manager for review. Ask if they would like a follow-up call, and the best time to reach them.
- Submit the form to the designated Complaints Coordinator *(Lead Customer Service Rep – July 2012)* who will log the complaint, categorize it as Title IV (discriminatory), major, minor, or frivolous. The complaint will be investigated and a determination will be made.
- It is important that complaints possibly involving criminal or illegal behavior be immediately forwarded to the Director for internal investigation.
- Any employee who is in doubt about how to handle a complaint may contact their immediate supervisor or the Marketing & Customer Service Manager or Director.

### **Frivolous and Vexatious Complaints**

As a government entity, MAX must be mindful of how staff time and resources are used. As such, the Authority will not pursue complaints that are found to be frivolous and vexatious, meaning trivial, without grounds or merit, or clearly intended merely to harass, annoy, waste the Authority's time and resources, delay or embarrass.

The Authority also may abandon investigation of a complaint if the complainant fails without reasonable cause to respond to requests for information to assist the investigation; fails to substantiate the complaint; and/or provides any false and misleading information.