

CUSTOMER COMPLAINT TRACKING PROCEDURES

It is the local county department of social services responsibility to handle all customer complaints. Agencies must make every effort to respond to the customer timely and provide follow-up regarding resolution when necessary. **Do not refer customers to the State Office or USDA.**

Complaints regarding the timely processing of benefits for both initial applications and recertifications must be tracked by local county department of social services via a Customer Complaint Log. The Division will analyze semiannually to determine need for potential process improvement and/or training across the State.

INSTRUCTIONS

1. Select your county name from the Drop Down List (Column B).
2. Enter date complaint received.
3. Enter name of individual placing complaint.
4. Select reason for complaint from the Drop Down List.
5. Provide specific information on how the complaint was resolved including timeframe, client contact, etc.
6. Enter name of case worker.
7. Enter case worker email address.

DO NOT enter data past row 734. If additional rows are needed, insert above row 734. Formulas have been added below row 734 to summarize results according to complaint reason selected. Counties must use the data collected from this spreadsheet to conduct agency analysis and take appropriate action as required.

NOTE: DO NOT change the spreadsheet format and enter information only in columns provided.

Maintain the spreadsheet on a daily basis and submit to Elaine Douglas at elaine.douglas@dhhs.nc.gov per the following ongoing schedule:

November through April:	DUE END OF MAY
May through October:	DUE END OF NOVEMBER