

DSS ADMINISTRATIVE LETTER NO. 7-2016 ECONOMIC AND FAMILY
SERVICES
**FOOD AND NUTRITION SERVICES CUSTOMER COMPLAINT TRACKING
PROCEDURES 10/2016**

(September 27, 2016)

(Food and Nutrition Services)

TO: County Directors of Social Services

ATTENTION: Food and Nutrition Services Managers and Supervisors

DATE: September 27, 2016

SUBJECT: Customer Complaint Tracking Requirements

EFFECTIVE: October 1, 2016

I. GENERAL INFORMATION

The purpose of this letter is to provide procedures for tracking and analyzing all Food and Nutrition Services (FNS) customer complaints as required by the United States Department of Agriculture (USDA).

II. BACK GROUND

The Customer Complaint log was created as a result of the FNS Management Evaluation conducted USDA Management Evaluation in July 2016 indicated the need for all complaints to be logged, monitored and a response to the trends that are analyzed.

III. POLICY PROCEDURES

All customer complaints received by workers, supervisors or agency call centers, regardless of the reason, must be tracked using the customer complaint tracking log. The data from this spreadsheet must be used to analyze trends and take appropriate actions accordingly. The customer complaint logs must be submitted to the Division of Social Services every six months to determine the potential need for statewide training and/or process improvement. Instructions for submitting the data and the customer complaint template are attached to this letter.

IV. IMPLEMENTATION INSTRUCTIONS

The customer complaint log is to be maintained daily for any complaint received by a worker, supervisor or agency call center regardless of the reason beginning October 1, 2016. At the end of each quarter it is the counties responsibility to analyze, determine trends and take appropriate actions such as staff meetings, training, etc.

Complaint logs must be submitted biannually to Cathy.Smith@dhhs.nc.gov per the following schedule:

- Complaints made **October 1st** through **March 31st** : Due to the state office **April 30th**
- Complaints made **April 1st** through **September 30th**: Due to the state office **October 31st**

If you have any questions regarding the complaint log, please contact Cathy Smith at 919-527-6322 or Cathy.Smith@dhhs.nc.us

Sincerely,



David Locklear, Section Chief
Economic and Family Services Section

Attachments (2)

[EFS FNS AL-7-2016a1](#)

[EFS FNS AL-7-2016a2](#)

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