

FOOD AND NUTRITION SERVICES CUSTOMER COMPLAINT TRACKING PROCEDURES 10/2016

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.**

All customer complaints received by workers, supervisor or agency call centers must be tracked by local county department of social services via the Customer Complaint Log. The logs will capture the information quarterly according to the respective tabs. The county is responsible to analyze the logs quarterly, determine trends and take appropriate actions when trends are identified, such as staff meetings, training, etc. The county will then submit the logs to the state semiannually in April and October of each year. The Division will analyze semiannually to determine need for potential statewide process improvement and/or training.

INSTRUCTIONS

1. Enter your county name in the row 2 that is highlighted.
2. Maintain the log on a daily bases and analyze quarterly.
3. Analysis can be completed at the bottom of the log after row 734. **DO NOT** enter data after row 734. If additional rows are needed, insert rows above line 734. Formulas have been added below row 734 for counties analyze results according to the complaint reason selected.
4. Any trends identified, must be addressed accordingly by staff meetings, trainings, etc
5. Complaint logs must be submitted to the Division semiannually to Cathy Smith at Cathy.Smith@dhhs.nc.gov per the following ongoing schedule:
 - Complaint made on **October 1st** through **March 31st**: Due to the Division by **April 30th**.
 - Complaints made on **April 1st** through **September 30th**: Due to the Division by **October 31st**

If you have any questions regarding the Compliant Log, contact Cathy Smith at 919-527-6322 or email Cathy.Smith@dhhs.nc.gov

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

