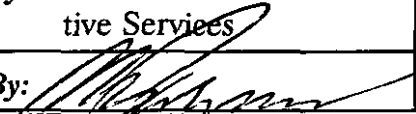




POLICY AND PROCEDURE

Subject: Customer Service Complaint Tracking System (STAT)	Index: Administration Management Number: 103-3
Effective Date: 11/14/95	Prepared By: Finance & Administrative Services
Supersedes: N/A	Approved By: 

- 1.0 **PURPOSE:** To establish guidelines for a customer service computer application used to monitor staff activity and responsiveness to citizen concerns and complaints.
- 2.0 **ORGANIZATIONS AFFECTED:** All City Departments
- 3.0 **REFERENCES:** None
- 4.0 **POLICY:**
 - 4.1 All City departments will utilize the computer application, STAT, for the tracking of staff activity in responding to citizen complaints.
 - 4.2 All staff will meet the standards for response.
 - 4.2.1 Complaints will be acknowledged within 4 working days of receipt. The citizen will be notified that the complaint was received, staff has been assigned, the confirmation number of the STAT, and who is responsible for follow up.
 - 4.2.2 Citizens will be notified of the course of action to be taken, or action that was taken, within 14 working days of the receipt of a complaint.
 - 4.3 Managers are responsible for ensuring staff meets the established performance standards.
 - 4.4 Managers are responsible for assigning appropriate staff representatives to the STAT Team for the purpose of coordinating system use within the respective division and/or department.
 - 4.4.1 Staff representatives are responsible for disseminating training information to other division/department employees.

4.4.2 Central Services will provide training. It is the managers' responsibility to ensure that staff attends the training.

4.5 The customer service computer application will be administered, coordinated and managed by Central Services.

4.5.1 The input of data into the system will be uniform and the CS Division will provide detailed instruction regarding its utilization.

4.6 Responses to citizen inquiries or requests for information for which immediate service is provided are excluded from the STAT system.

4.7 Personnel matters are excluded from the STAT program.

5.0 **DEFINITIONS:**

5.1 **STAT.** The computer application utilized for customer service complaint tracking.

5.2 **STAT TEAM.** Representative staff members from all departments/divisions that provide continuing input to Central Services, as well as guidance and instruction to respective staff members.

5.3 **COMPLAINT.** A disagreement with the level of service provided or course of action taken by staff.

5.4 **ANONYMOUS.** When the calling party does not wish to have a complaint or a request associated with a name, address, and/or phone number.

5.5 **STAFF GENERATED.** When the reporting party is staff is employed by the City of San Clemente or a private company under contract to provide City services.

6.0 **PROCEDURE:**

Directions for using the computer program are available from Central Services (copy attached). This section is not to be used as an instruction guide for using STAT.

6.1 A complaint will be entered into STAT within 24 working hours.

6.1.1 If the staff member receiving the complaint does not have responsibility for addressing the matter, immediate phone or e-mail contact must be made with the responsible staff member advising of the complaint's receipt. Hard copy of the complaint will immediately be forwarded to the responsible staff.

- 6.1.2 Anonymous complaints will be tracked; however, the established standards for response do not apply.
- 6.1.3 Staff generated complaints will be tracked; however, the established standards for response do not apply.
- 6.2 Staff's response to citizens must be made in writing, or by telephone provided personal contact is made with the complaining party. Messages left on answering machines do not satisfy this requirement.
- 6.3 Data from STAT will be incorporated into the City's Quarterly Report. Data transfer will be completed no later than 5 calendar days following the end of the quarter.
 - 6.3.1 Reports will show the number of complaints received, and numbers and percentages for meeting the 4- and 14-day response standards. The number of anonymous and staff generated complaints will also be shown.
 - 6.3.2 Reports will contain information segregated into major programs, as well as types of services within the programs. Trends will be identified as realized.
- 6.4 The City Manager will receive bimonthly summary reports from Central Services by noon on Monday preceding a City Council meeting.
 - 6.4.1 Reports will show the number of complaints received, and whether the 4- and 14-day response standards were met. The number of anonymous and staff generated complaints will also be shown.
 - 6.4.2 A detailed summary will be attached to the report. Summary information will include the number of the STAT, the open date, nature of the entry, the name of calling party, and response dates.
- 6.5 The City Manager's Office may use STAT to measure a manager's performance.

STAT INSTRUCTIONS

1. Staff accesses the computer application through the City's mini computer system by entering STAT at the Logon prompt.
2. Entries are assigned an *Confirmation Number* by the system upon data entry.
3. The complete name, address, and phone number of the customer will be recorded.
 - A. Anonymous filings will be so coded (*Anon*), and separately maintained.
 - B. Requests referred by staff outside an employee's work group will be so coded (*Staff*) and separately maintained.
 - C. Staff and Anon STAT entries will not be held to the response standards as citizen generated complaints.
4. *Open Dates* are automatically assigned upon data entry.
5. The *Complaint* and the action requested of the City will be entered.
 - A. The *Type* of complaint is determined by the nature of the complaint. Type selections are based upon program operations.
6. The *Assigned Manager* will be a division level supervisor. Supervisors are noted on the bottom of the screen when the cursor prompts an entry for the field.
7. The *Status* of a complaint will automatically change upon entry of a date in the *Open, Close, Acknowledge, or Results* fields.
8. *Response* screens will be used to document staff's activity related to each STAT entry.
9. The address of the site at which the service was provided or is to be provided will be recorded. Whenever possible the address will be recorded using the *Street ID#* and *Address* fields. For STAT locations that cannot be identified in this manner, the address will be recorded in the *Nature of the Complaint* field prior to any other information.