Chapter Title	Section #		Subject #
Recipient Rights	RR		107.2
Subject Title **Customer Service Issues: Non-Recipient Rights**	Adopted 9/23/05	Last Revised 7/10/20	Reviewed 9/23/05; 3/2/10; 1/4/17; 7/10/20

PROCEDURE

Application

This procedure shall apply to The Right Door for Hope, Recovery, and Wellness Customer Service Representative (CSR) and involved The Right Door for Hope, Recovery, and Wellness staff and contractors. This procedure shall serve as a guide to assure compliance with Board policy RR-107 Appeals and Grievances.

1.0 Definitions

Customer Service Issues: customer grievances or concerns that are handled by the CSR and which are not recipient rights issues as defined by Recipient Rights policies and procedures. These grievances may come to the attention of the CSR from persons served, staff, or members of the community. Examples of general customer service issues may include such concerns as dissatisfaction with a current service or a building accessibility issue. Everyday concerns or issues that come to the attention of supervisors for resolution and do not require intervention by the CSR are not considered customer service issues in relation to this procedure.

2.0 Compliance

2.1 When the CSR receives a customer service complaint of a non-recipient rights nature, the CSR shall work to resolve the issue in a timely manner.

2.2 The CSR will document the issue and activities related to resolution of the complaint. Documentation will minimally include the date of the original complaint, the customer's name and contact information (phone number, etc.), a detailed description of the concern of the person served , the requested resolution of the person served, a summary of the actual follow-up and resolution of the issue, the date resolved, and the CSR's signature.

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2.3 Persons served whose concerns are determined to be potential recipient rights issues shall be encouraged to file a recipient rights complaint or shall be informed that one may be filed on their behalf. The CSR shall assist the consumer as needed with filing a complaint.

3.0 Confidentiality

The CSR and involved staff shall maintain the highest level of confidentiality by not disclosing any information about the complaint of the person served unless disclosure is required in order to resolve the complaint.

4.0 Monitoring

Monitoring of occurrences and trends of customer service issues shall be completed on a regular basis within The Right Door for Hope, Recovery, and Wellness's Quality Improvement system.

Kerry Possehn, Chief Executive Officer	Date		