

Quality Assurance Monitoring Form – Customer Complaint Investigation

To be used by QA Coordinator to document investigation and corrective actions to reported complaints

SERVICE or STANDARD:

SURVEY PERIOD: _____

DATE/TIME COMPLAINT RECEIVED: _____ AM / PM

SOURCE OF COMPLAINT: _____ (NAME)

_____ (ORGANIZATION)

_____ (PHONE NUMBER)

_____ (EMAIL ADDRESS)

NATURE OF COMPLAINT:

RESULTS OF COMPLAINT INVESTIGATION:

DATE/TIME SERVICE PROVIDER INFORMED OF COMPLAINT: _____ AM / PM

CORRECTIVE ACTION TAKEN BY SERVICE PROVIDER:

RECEIVED AND VALIDATED BY: _____

PREPARED BY: _____ DATE: _____

Quality Assurance Monitoring Form – Customer Complaint Investigation

INSTRUCTIONS FOR FILLING OUT ATTACHMENT 2:

SERVICE or STANDARD:

Describe the service or standard that is provided on a normal basis and expected under the terms of the award. (Example: Floors are swept on a weekly basis; Windows are cleaned daily; etc.)

SURVEY PERIOD:

Enter either the 1st, 2nd, 3rd, or 4th quarter of the FY (September through August).

NATURE OF COMPLAINT:

How was the service or standard not met under the terms of the award? (Example: Floors have not been cleaned in over two weeks; Coffee/Tea was spilled in the hall and has been ignored for three days.)

RESULTS OF COMPLAINT INVESTIGATION:

Are the claims legitimate and was the service or standard not met under the terms of the award?
(Example: After visiting the stain for two days in a row, there have been no attempts to clean the area; Windows remain dirty and smudged after three days and after notifying SSC, no attempts to rectify the situation have been made; After notifying SSC, the situation was handled promptly and efficiently)

DATE/TIME SERVICE PROVIDER INFORMED OF COMPLAINT:

When was SSC notified that the complaint was valid and the expectations were unfulfilled? (Date, time, and method of notification)

RECEIVED AND VALIDATED BY:

To whom was the complaint sent on SSCs staff?

PREPARED BY:

Who received the complaint on the University Staff and initiated the investigation?