

TUCKASEIGEE WATER & SEWER AUTHORITY

CUSTOMER COMPLAINTS POLICY

1. Complaints concerning the availability of service, the quality of service performed, the amount of a bill, and all other complaints may initially be made to any regular clerical employee in the Authority's office or to the Executive Director.
2. Regular clerical employees are authorized to make adjustments to bills provided the clerical employee can ascertain that a bill is erroneous because of a bookkeeping, accounting error or meter reading error.
3. The Executive Director is authorized to resolve all complaints and/or authorized to designate appropriate office or field staff to handle routine complaints.
4. Certain customer complaints shall be maintained in a file or log designated Customer Complaints. Such shall contain the name of the person complaining, the date of the complaint, a brief summary of the complaint and a summary of the action taken by the Authority in response to such complaint. The following specifies what will be considered a complaint for purposes of logging:
 - (a) Inquiries.
 1. **Inquiries not required to be logged** - When the Authority receives an inquiry by phone or in writing from a customer concerning the routine operation of the Authority and such inquiry is handled to the customer's satisfaction, such inquiry shall not be considered a complaint under this policy EXCEPT;
 2. **Inquiries which must be logged** - All inquiries concerning water quality or supply shall be considered complaints and must be logged.
 - (b) Complaints.
 1. **All complaints must be logged** - All complaints must be in writing. Any Customer indicating the desire to pursue a complaint must submit the complaint in writing to the Office of the Authority.
5. The Executive Director or the clerical employee acting on his behalf shall notify the complaining party of the disposition of his or her complaint by letter within ten (10) days after receipt of the complaint, excluding Saturdays, Sundays, holidays, and any periods during which

the Executive Director may be unable to act upon the complaint because of his absence from the office.

6. If the action of the Executive Director on the complaint is unacceptable to the Customer, the Customer may request review by the Board. At the complaining party's request, the Executive Director shall schedule the complaint for consideration at the Board's next meeting and shall inform the complaining party of the time and place of the meeting. The Customer may appear in person before the Board or may request that the complaint be submitted to the Board without his presence. The Customer shall be notified of the disposition of the complaint in accordance with Paragraph 5 hereof.

7. When a Customer or complaining party shall appear at a Board meeting to make a complaint without previously submitting the complaint to the Executive Director, the Board may require the complaining party to present the complaint to the Executive Director or other Authority employee in accordance with the procedures set forth in this rule so the Board may be fully informed of the facts before resolving the complaint. In its discretion, however, the Board may hear and act upon such a complaint when presented.

8. If the complaining party appears at a Board meeting to seek review of a complaint, the Board may defer hearing the complaint until a subsequent meeting to allow an opportunity to locate and prepare materials concerning the complaint.

9. All notices, statements, requests and other communications from the Authority to the Customer shall be deemed properly given if provided in writing and delivered personally, attached in plain view on the front or main door of the Customer's dwelling, or sent by U.S. Mail or by electronic mail. The Customer's refusal to accept such communication shall be deemed receipt.

Adoption Date: August 16, 2005

Recommend Review: Annually