Complaint Process Flow Chart – Overview

Type A – Requires Detailed Response

1. Customer files complaint with CDTA
2. Customer Service Dept.
3. Customer Service logs complaint info in the complaint database
4. Type A or B Complaint

Type A

- Acknowledge customer’s concern and the importance of their complaint.
- Inform customer that the information is documented in the complaint database.
- Inform customer the complaint response process and follow up timeline.
- Remind customer of CDTA policies if appropriate.
- Give customer complaint tracking ID number.
- Determine if customer would like a written or phone resolution response.
- Thank customer for taking the time in communicating the concern to CDTA.

Type B

- Acknowledge customer’s concern and the importance of their complaint.
- Inform customer that the information is documented in the complaint database.
- Give customer complaint tracking ID number.
- Inform customer that information will be forwarded to the responsible department for investigation.
- Remind customer of CDTA policies when appropriate.
- Offer alternate solutions to avoid future incident.
- Thank customer for taking time to communicate the concern to CDTA.

- Document customer discussion in the complaint module.
- CDTA staff reviews and assigns complaint to appropriate department for investigation.
- Assigned Department provides complaint investigation follow-up.
- CDTA reviews investigation finding and documents analysis.
- Customer Service Representative responds to customer with findings (Letter, email or telephone).

Close Out the Complaint