

STANDARD OPERATING GUIDELINE



[Customer Complaints]

Department: Operations

SOG#209

Applicable to: All Staff

Effective Date: 1 March 2020

1 Page

Authority: Chief Of Operations

Applicable CAAS Standard:

Revised Effective Date:

Purpose:

The purpose of this Standard Operating Guideline (SOG) is to outline the position of Brighton Volunteer Ambulance (BVA) regarding our effort to provide the finest care possible to the residents of the Town of Brighton, and what to do in the event a customer complaint is received.

Scope:

The scope of this document applies primarily to Supervisory staff, however with attention from road personnel in the event a complaint is received. Customer complaints are held in high regard and will always be reviewed to resolution.

Guideline:

1. **Received by phone:** The staff member taking the call will direct the call to the Shift Supervisor, if possible. If the shift supervisor is not available, the call taker will fill out all applicable fields on the Customer Complaint Form, via the Agency Intranet. Similarly, if the Shift Supervisor handles the phone call, all applicable fields on the Customer Complaint Form should be completed so that the matter can be appropriately researched by a Chief officer.
2. **Walk in to base:** The staff member answering the door should determine the nature of the visit. If it is a complaint, the visitor should remain in the entryway while the Shift Supervisor is contacted. If the Shift Supervisor is unavailable, the chain of command will be followed. If an Operations Officer is not available, the staff member will fill out all applicable fields on the Customer Complaint Form, via the Agency Intranet.
3. **Resolution:** All complaints will receive the utmost respect and scrutiny. The Shift Supervisor will complete an investigation, and forward their findings by means of an incident report to the Chief. It is important to remember that customer complaints often are sensitive matters and confidentiality should be maintained at all times. Upon completion of the investigation, the Chief will assign a final disposition.

This document supersedes any documents on the topic dated prior to the effective date noted above.