RANDOLPH WATER & SEWER DISTRICT
CUSTOMER COMPLAINT POLICY

INTRODUCTION

The Randolph Water and Sewer Districts are full service public water and sewer systems that are municipal organizations. The Selectboard serves as the Board of Water Commissioners and the Board of Sewer Commissioners. Voters in the Districts make most major decisions at the Randolph Town Annual Meeting. The Water/Sewer Committee, reporting to the Water and Sewer Commissioners, is an advisory committee primarily responsible for policy and administration of the water and sewer systems. The Town Manager is the general manager of both systems. The municipal water/sewer department maintains them under the supervision of the Water/Sewer Superintendent. Contractors are used from time to time for services. Records are audited annually, and an annual report is provided.

CUSTOMER SERVICE

It is the policy and the goal of the Randolph Water and Sewer Districts to keep all customers and voters in the Districts informed about matters of either system. This is accomplished through the use of public meetings, announcements in local newspapers and radio stations, annual reports to the officers, and occasionally by newsletter. However, it is inevitable that not all customers and voters are in fact aware of all matters. There are also emergency incidents, such as a leak in a water pipe or a clogged sewer line requiring interruption of service or other actions that result in customer inquiries or complaints. The Randolph Water and Sewer Districts will make an effort to inform the customers of interruptions of service. This policy is adopted to guide the appropriate persons in registering, handling and documenting complaints.

STEPS IN HANDLING COMPLAINTS

The following steps are to be taken by any municipal or contract employee who receives a complaint from any source.

1. If the complainant is present ask him/her to complete the complaint form.
2. If you are responding to a complaint on the telephone, listen without interruption. Take notes of the complaint as the problem is being described and complete the customer complaint form.
3. Ask questions to clarify the problem as necessary.
4. Advise the Water/Sewer Superintendent of the complaint. If you are not able to do so, refer the matter to the Town Manager. Avoid having the person call around to different people.
5. When referring the matter to the appropriate person, be sure to provide the complaint form.
6. Mail the customer satisfaction card.

7. If the customer calls back and is not satisfied with action taken or results, the following contacts should be provided to the customer:
   a) Contact Town Manager
   b) Contact local Health Officer or State Health Department
   c) Contact the Water Supply Division, 1-800-823-6500.
8. In all cases, be sure the complaint form is properly filled out with all pertinent information and kept on file.
9. Provide a copy of the complaint form to the Town Manager for staff follow-up.

DOCUMENTATION

Many routine questions and minor complaints can be resolved promptly but should still be noted on the complaint form. If there is a major complaint or concern it is important to record the nature of the complaint and the results of any action taken on the customer complaint form. If the problem is of a serious nature or requires action by the Water/Sewer Committee, it should be noted on the form and in the minutes of the respective committee.

This complaint policy and use of the complaint form is not necessary for billing complaints.

DISSEMINATION

This policy is to be provided to all employees, contractors and others who may be in a position to receive inquiries, questions, or complaints regarding the water and sewer systems. It should be reviewed annually and updated or amended as appropriate.

Adopted this 15 day of August, 2000.

Randolph Selectboard

Carolyn Tonelli

Carolyn Tonelli, Chair

Dennis Brown

Dennis Brown, Clerk

Peter Butterfield

Peter Butterfield

Francis X. Finigan

Adelbert Thompson

Adelbert Thompson

TOWN OF RANDOLPH CUSTOMER COMPLAINT FORM
Randolph, Vermont 05060

Check one
____ Water ____ Sewer ____ Animal ____ Highway ____ Health ____ Police

Date of Report: _____ Time of Report: _____

Form Filled Out By: _____
Employee's Name

COMPLAINT

Complainant's Name: _____

Address/Location of Incident: _____

_____ Complainant's Phone: _____

Nature of Complaint (Be complete) _____

_____

_____

_____

_____

_____

ACTION TAKEN BY RESPONDING OFFICER/EMPLOYEE

Site Visit: _____ Date/Time: _____
Investigating Officer/Employee of Investigation/Response

Conditions at Time of Response: _____

_____

Work performed: _____

_____

_____

_____

Referred to: _____
Other Staff or Department

FURTHER INFORMATION OR FOLLOW-UP COMMENTS (Use back side)