

EL PASO COUNTY COMMISSIONERS COURT



Customer Service Satisfaction (Compliments and Complaints) Policy

Adopted Date:

Purpose

The County of El Paso (County) consistently strives to provide the highest level of service to its citizens and employees. We believe that receiving constructive performance feedback is critical to consistently achieving this goal. As a result, the County is committed to providing an open forum for residents to submit compliments where deserving and to file complaints when necessary.

This procedure is available to all people served by the County organization. This includes community members, vendors, partners, customers, employers, and County staff.

I. Compliments

Compliments and other forms of positive feedback provide valuable information that may be used to support and reinforce behavior that demonstrates our commitment to high quality service. Because we are a public organization, unsolicited affirmation of high quality is one of the few mechanisms available to acknowledge and reward County employees. Our employees sincerely appreciate positive feedback from those they serve. It should be noted that no County employee may solicit or provide/promise compensation for positive feedback submittals.

When submitting a compliment, it is requested that the information provided contain enough specific data to:

- Attribute the compliment to an employee or department.
- Determine the time period that roughly establishes when the service(s) was rendered.
- Determine the service that the submitter recognizes as exceeding expectations.
- Provides contact information of the submitter so that follow up information may be obtained.

(Example: "On Thursday, October 25, 2018, I was assisted by an employee from the Public Works Department. The employee was female, 30-40 with a first name

Lisa. She helped me find the information I was seeking and went so far as to print the data for me. She was kind, patient, and professional.”)

When a compliment has been received by the Chief Administrator’s office, it will be documented and conveyed to the employee and their supervisors. A copy of the compliment will also be placed in the employee’s personnel file.

II. Complaints

Complaints and other forms of negative feedback provide valuable information that may be used to improve and reform behavior so that it better reflects our commitment to high quality service. The County will accept, validate and investigate complaints of service and/or allegations of fraud, waste, or misconduct on the part of its employee(s). In doing so, the County will be impartial to both the complainant and the employee(s) involved. The information provided will be used to identify risks, areas for improvement, approach to resolution, reduction/elimination of future risks or complaints, and to allow for efficient allocation of resources.

When submitting a complaint, it is requested that the information provided contain enough specific data to:

- Attribute the complaint to an employee or department.
- Determine the time period that roughly establishes when the service(s) was rendered.
- Determine the service that the submitter recognizes as falling short of expectations.
- Provides contact information of the submitter so that follow up information may be obtained.

(Example: “On Thursday, October 25, 2018, I was rudely spoken to by an employee from the Public Works Department. The employee was female, 30-40 with a first name Lisa. She failed to help me find the information I was seeking and went so far as to use profanity. She said “it was not her job”. If you need additional information, my name is Mr. Smith and I can be contacted at ...@yahoo.com.”)

When a complaint has been received it will be validated to ensure it contains identifiable, actionable information. Valid complaints will be investigated according to established procedures. The County encourages the filing of legitimate complaints as a means to hold our organization and its employees accountable to the public. However, any false, misleading and/or malicious allegations may result in civil and/or criminal sanctions.

- A. The County will not accept, or act on, anonymous or frivolous complaints because:
 - a. The likelihood of frivolous or ill-willed complaints is lessened by named submitters.

- b. The ability to recommend actionable remedies is greatly increased by utilizing credible submitters
 - c. The ability to fully investigate claims is only possible by allowing for follow-up information from a submitter.
- B. All complaints will be handled in confidentiality to the extent allowed by policy and state/federal law.

III. Procedure

Compliments and Complaints Notification Procedure:

1. To file an official compliment or complaint with the County, please submit a **Customer Satisfaction Form** via one of the following avenues:
 - a. By mail or in person to:

Chief Administrator's Office
500 E. San Antonio, Ste. #302A
El Paso, Texas 79936
 - b. Call the Chief Administrator's Office at (915) 546-2215
 - c. Email the Chief Administrator's Office at feedback@epcounty.com
2. If not already in the Customer Satisfaction Form, the information submitted will be transferred to this form for standardization.
3. All forms must be completed in their entirety. Forms which may be incomplete, or unsubstantiated, may warrant no action by the County.
4. Complaints submitted without a form must include the name of the person(s) reporting the concern and a method to contact them to validate the concern and gather additional information.
5. The Chief Administrator's office will maintain a log of each submitted compliment and complaint.

Compliments Processing:

1. For compliments, the Form will be digitized and forwarded to the subject employee (or the Department Head if the employee is unidentified).
 - a. If the Department Head is able to identify the employee, they will resubmit to the Chief Administrator's office.
 - b. If needed, the Department Head may follow up with the submitter to help identify the employee.
 - c. An electronic copy of Form will be forwarded to:
 - i. Each identified employee

- ii. Each supervisor of all identified employees
- iii. Human Resources (for filing)

Complaints Processing:

1. For complaints, the Form will be digitized and forwarded to the subject employee's Department Head.
 - a. If the Department Head is able to identify the employee, they will resubmit the complaint with this information to the Chief Administrator's office.
 - b. If needed, the Department Head may follow up with the submitter to help identify the employee.
2. Investigation of Complaints
 - a. The Chief Administrator's Office will coordinate with the Department(s) involved to determine the validity of the concern.
 - b. Once the Chief Administrator's Office determines the submitted concern is valid, it shall refer the matter to the appropriate process for management investigation.
 - c. Generally, all concerns will be investigated within fifteen (15) business days. Thereafter, the investigating party shall notify the Chief Administrator's Office of the outcome of their investigation within five (5) business days.
 - d. Matters not found to be valid will be dismissed with no further action.
 - e. The Chief Administrator's Office will communicate the general outcome of this matter directly with the submitter as soon as reasonably possible, but generally no later than forty-five (45) business days after the original concern was filed. Outcomes regarding personnel, legal, or other confidential actions will not be divulged to the submitter.