

EXAMPLE STAFF RESPONSIBILITIES FOR COMPLAINTS RESOLUTION

Staff position	Responsibilities for complaints resolution
Two staff designated to the complaints hotline (each at 50% time)	<ul style="list-style-type: none"> • Respond to complaints over the phone—answer questions and solve simple problems. • Record calls in the database; Contact the appropriate manager on more serious issues. • Update the database when a complaint is resolved.
All area branch managers (each at 10% time)	<ul style="list-style-type: none"> • Respond to complaints appropriate for higher-level management. • Attend group meetings or visit individual clients at their business premises—both scheduled and impromptu visits—to check for and resolve client complaints. • Discuss complaints trends at management meetings. • Make operational/product improvements based on client feedback.
Customer service representatives at each branch (each at 25% time)	<ul style="list-style-type: none"> • Respond to complaints in person—answer questions and solve simple issues. • Record complaints in the database. • Contact the appropriate manager for more serious issues. • Update the database when a complaint is resolved.