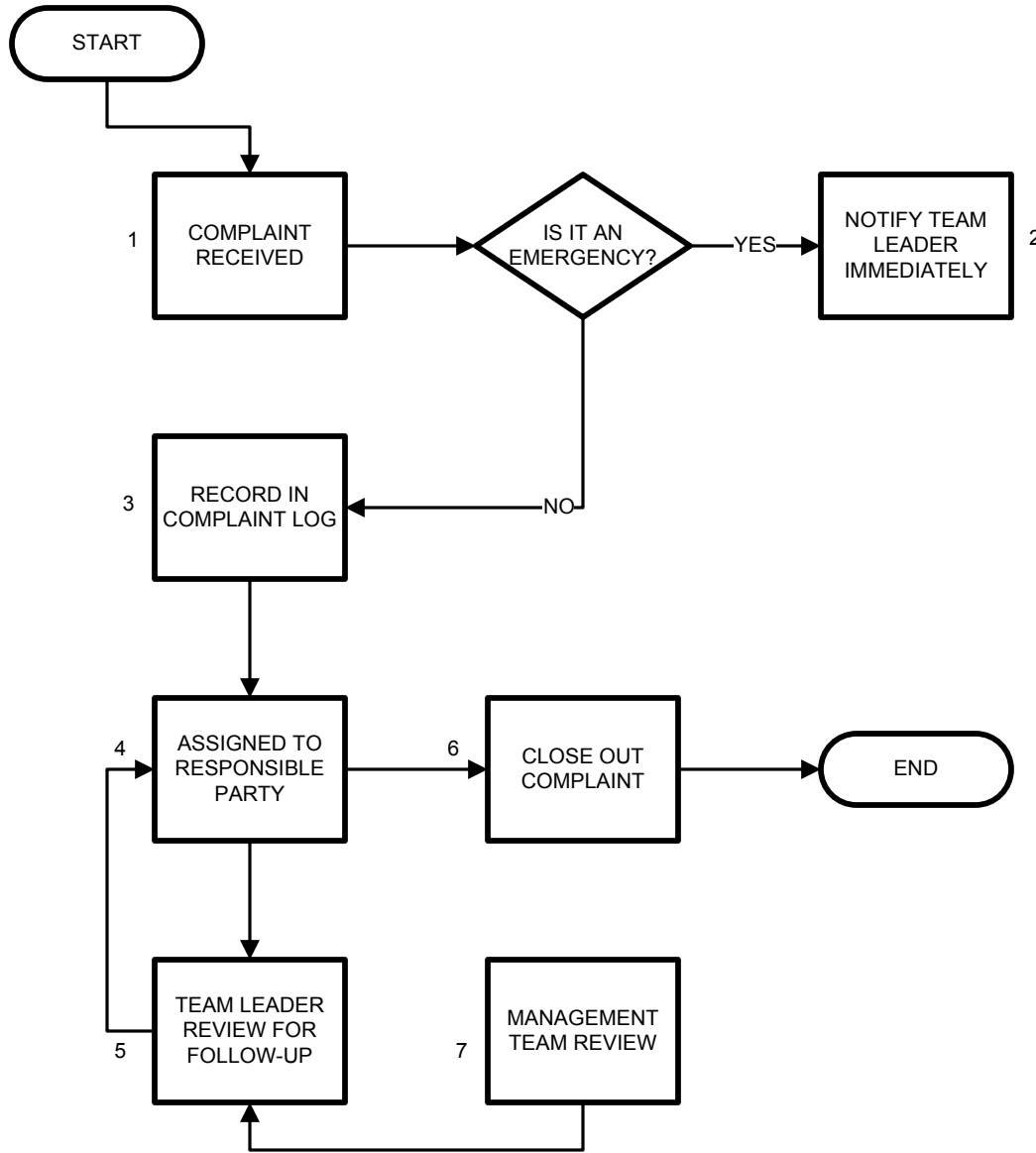


Complaint Management Process



Complaint Management Process

It is important to differentiate a request for information vs. a complaint. Any request for information or day-to-day operational duties should not be considered a complaint. The complaints are those that we receive as a result of failure to meet our responsibilities or expectations of other stakeholders.

1. A complaint is received from a DOC stakeholder.
2. If the complaint is an emergency or time critical, the staff member receiving the complaint should call and or e-mail the team leader whose staff would be responsible for the complaint with a copy to the director and assistant director.
3. The complaint should be logged by the recipient in the DOC Complaint Log which can be accessed by an internal link on Construction's SharePoint site.
<https://collaborate.mcpsmd.org/sites/DFM/Construction/default.aspx>
Anyone without a computer may have one of the secretarial staff log the complaint for them.
4. The complaint is assigned to a person/team that is most capable of resolving the issue.
5. Team leaders are responsible for reviewing applicable complaints in the log and following up on the actions taken to resolve the complaints with their team members.
6. The person who resolved the complaint should close out the item in the complaint log recording the resolution.
7. The complaint management log will be reviewed by the Division Management Team monthly to ensure that complaints are properly addressed and review open items.