

Complaint Tracking for UT (06/01/2015-05/31/2016). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	09/11/15	<p>Voice person stated that they work at a hospital and call in to Relay once a month to test their TTY. Voice person has provided the number to dial to a TTY. Voice person said the Communication Assistant told her she would have to contact Customer Service and hung-up on her. Voice person stated that she does not appreciate being hung-up-on. Assistant Supervisor apologized for the incident. Customer does not want a follow-up.</p>	09/11/15	<p>Supervisor coached the Communication Assistant on proper procedure with this particular type of call.</p>