

**Complaint Tracking for MA (06/01/2008-06/30/2008). Total Customer Contacts: 1**

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/16/08	<p>On Sunday June 15th at 2:50PM customer reports she dialed into relay and requested to be transferred to speech to speech. The operator stated she couldn't find the number and called over a supervisor. The supervisor explained the operator was attempting to find the number. Customer concerned because it was taking so long to get her to STS. Apologized and informed the customer that this would be followed up with both the operator and supervisor. Customer satisfied.</p>	06/16/08	<p>Both the operator and the supervisor were consulted about this situation. The customer started yelling at the operator as soon as the call came in saying "transfer me to speech to speech right away or I'll have you wrote up!!" The customer would not stop screaming so the operator got the supervisor right away who then told the customer they were transferring now. The customer continued to yell saying the operator refused to do it, which was not true. The supervisor apologized to the customer and was ready to transfer. The customer continued to yell she wanted to report the operator. Supervisor informed her he could not take down information for the complaint and transfer her at the same time.</p>