

Annual Consumer Complaint Log

June 1, 2008 – May 31, 2009

SUMMARY

	June '08	July '08	Aug. '08	Sept. '08	Oct. '08	Nov. '08	Dec. '08	Jan. '09	Feb. '09	Mar. '09	Apr. '09	May '09	Total
# of VRS Complaints	6	2	6	7	7	8	5	4	12	5	3	4	69

COMPLAINT LOG

Description of Complaint	Nature of Complaint	Date of Complaint	Date of Resolution	Explanation of Resolution
Caller complained about not being able to see the VI well and not liking the VI's signing style.	Competence	06/09/2008	06/09/2008	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI. Resolved
Caller complained about a service disruption and network problem.	Redundancy	06/16/2008	06/16/2008	Customer Service documented complaint, acknowledged customer concern and apologized, and referred to network support contact to resolve. Resolved
Caller complained that the 2 VIs reached were too hard to understand.	Competence	06/25/2008	06/25/2008	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VIs. Resolved
Customer complained about the fact that the interpreter switched out during the discussion she was having.	Minimum call time	06/26/2008	06/26/2008	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI. Resolved
Caller complained about the quality and professionalism of VI.	Competence	06/28/2008	06/28/2008	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI. Resolved



Description of Complaint	Nature of Complaint	Date of Complaint	Date of Resolution	Explanation of Resolution
Caller complained that he had to wait a long time for a VI to answer and about the quality and professionalism of two VIs.	Competence/ Speed of Answer	06/30/2008	06/30/2008	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached both VIs and forwarded to VI Manager for evaluation of call volume and staffing.
Caller complained about the quality of interpreting service related to a VI.	Competence	07/07/2008	07/07/2008	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.
Caller complained about the quality of interpreting service and rudeness of a VI.	Competence	07/24/2008	07/25/2008	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.
Customer complained that he had to wait a long time for an interpreter on a few occasions and then hung up.	Speed of Answer	08/05/2008	08/05/2008	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager for evaluation of call volume and staffing.
Caller complained about the rudeness of a VI and that the agent refused to give her agent number to him.	Competence	08/11/2008	08/11/2008	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.
Caller complained about the quality and professionalism of VI.	Competence	08/17/2008	08/18/2008	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.
				Resolved



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Caller complained about the quality and professionalism of a VI.	Competence	08/26/2008	08/26/2008	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI. Resolved
Caller complained about the quality of interpreting service related to a VI.	Competence	08/26/2008	08/26/2008	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI. Resolved
Caller complained about the appearance of a VI and that the VI could not be seen well.	Competence	08/28/2008	08/28/2008	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI. Resolved
Customer complained about VI and the fact that VI seemed distracted while the caller was trying to get the VI's attention and then subsequently was not notified before the VI switched with another interpreter.	Competence	09/03/2008	09/03/2008	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI. Resolved
Customer complained about interpreter being "too hearing" and that VI could not interpret well for him.	Competence	09/04/2008	09/04/2008	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI. Resolved
Customer complained about VI because he never got her number. The caller had concerns about when he wanted the VI to interrupt the other caller during the conversation.	Competence	09/04/2008	09/04/2008	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI. Resolved



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Customer complained about VI because he never got her number.	Competence	09/08/2008	09/08/2008	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI. Resolved
Caller complained about the quality of interpreting service related to a VI. Also the VI did not ask if he wanted to make another call.	Competence	09/08/2008	09/08/2008	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI. Resolved
Caller complained about the quality and professionalism of VI, and expressed concern that conversation was recorded.	Confidentiality	09/12/2008	09/12/2008	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI and explained to customer that the video conversation with the VI was not recorded. Resolved
Customer complained about the VI having to wait a minute before call was placed, that the VI being impatient and unfriendly, and that the VI did not give an ID.	Real Time Calling/ Competence	09/13/2008	09/15/2008	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager coached VI and offered a process improvement. Resolved
Customer complained that he was waiting twice for a long time for an available interpreter.	Speed of Answer	10/02/2008	10/02/2008	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager for evaluation of call volume and staffing. Resolved
Customer complained regarding long wait time for a VI.	Speed of Answer	10/09/2008	10/09/2008	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager for evaluation of call volume and staffing. Resolved



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Customer complained that he was not able to get a number for a VI and about the VI's attitude.	Competence	10/13/2008	10/13/2008	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI. Resolved
Customer complained that he was not able to get a number for a VI and felt the VI was rude.	Competence	10/16/2008	10/16/2008	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Customer was encouraged to provide feedback and describe her experience to help improve the quality of Snap!VRS. Manager coached VI and offered a process improvement. Resolved
Customer complained about being disconnected after being placed on hold and not capturing the VI number.	Real Time Calling	10/22/2008	10/22/2008	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager coached VI and offered a process improvement. Resolved
Customer complained about waiting a long time for VI to process the call.	Real Time Calling	10/25/2008	10/25/2008	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager coached VI and offered a process improvement. Resolved
Customer complained about an interpreter who issued a policy statement relating to customer talking through the relay.	Real time calling	10/28/2008	10/28/2008	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager coached VI and offered a process improvement. Resolved
Customer complained about a VI, claiming VI ignored what he said and did not properly relay the conversation.	Competence	11/04/2008	11/04/2008	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI. Resolved



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Customer complained about a long wait time in a queue for a VI.	Speed of Answer	11/05/2008	11/05/2008	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager for evaluation of call volume and staffing.
Customer complained about a long wait time in a queue for a VI.	Speed of Answer	11/05/2008	11/05/2008	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager for evaluation of call volume and staffing.
Customer complained that VI would sign but also would then use her computer.	Competence	11/06/2008	11/06/2008	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.
Customer complained that he was not able to get a number for a VI, and felt the VI was rude.	Competence	11/10/2008	11/10/2008	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.
Customer complained that he was not able to get a number for a VI, and that the VI didn't follow procedure.	Competence	11/17/2008	11/17/2008	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.
Customer complained about VI being unfriendly, and also that the VI did not provide an ID.	Competence	11/18/2008	11/18/2008	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.
Caller complained about the	Competence	11/20/2008	11/20/2008	Resolved Customer Service documented complaint, acknowledged customer



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quality and professionalism of VI, and that the VI did not provide an ID.				concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI, and offered a process improvement.
Caller complained about the VI's professionalism, that the VI prematurely disconnected the call, and that the VI did not provide an ID.	Competence	12/02/2008	12/02/2008	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI, and offered a process improvement.
Caller complained about the rudeness of the VI and that the VI prematurely disconnected the call.	Competence	12/03/2008	12/03/2008	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI, and offered a process improvement.
Caller complained about the VI's professionalism and that the VI prematurely disconnected the call.	Competence	12/08/2008	12/08/2008	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI, and offered a process improvement.
Caller complained about the quality of the VI's interpreting, that the VI was not pleasant, and that the VI prematurely disconnected the call.	Competence	12/08/2008	12/08/2008	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI, and offered a process improvement.
Caller complained about the VI prematurely disconnecting the call due to call content and that the VI did not provide an ID.	Call Content	12/18/2008	12/18/2008	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI, and offered a process improvement.



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Caller complained about the quality of the VI's interpreting, that the VI was lazy, and the VI did not provide an ID.	Competence	01/06/2009	01/06/2009	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.
Customer complained regarding switching of 3 or 4 interpreters during his two hour and a half hour call. He wanted to hear back about the policy.	Minimum Call Time	01/08/2009	01/08/2009	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Customer was contacted by VI Manager who explained it is a common practice to switch VIs during an extended call to ensure quality interpreting.
Customer complained that he had to call 911, and he wasn't set up.	Emergency Call Handling	01/19/2009	01/19/2009	Resolved Customer service documented the call and explained that customer was not set up yet for E911, and also explained that once the customer got his 10-digit phone number, he would have access to E911 services. Customer was advised on how to set up their 10-digit number.
Caller complained about the quality of the VI's interpreting. He did not capture the message he needed on the call.	Call Content	01/20/2009	01/20/2009	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.
Customer complained about a VI interrupting her and suggesting that VI said she shouldn't be using relay service as she's able to talk directly to the other party, but the customer maintained that she still needed to use sign language to understand.	Competence	02/03/2009	02/03/2009	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI. Resolved



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Caller complained about the quality of the interpreting service provided by the VI, and that the VI did not provide an ID.	Competence	02/19/2009	02/19/2009	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. VI Manager coached VI and offered a process improvement.
Caller complained about the quality of the interpreting service provided by the VI.	Competence	02/20/2009	02/20/2009	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.
Customer complained about a longer wait time than usual.	Speed of Answer	02/20/2009	02/21/2009	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager for evaluation of call volume and staffing.
Customer complained about a long wait time before a VI was available to help.	Speed of Answer	02/22/2009	02/22/2009	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager for evaluation of call volume and staffing.
Customer complained about a longer wait time in the recent month.	Speed of Answer	02/25/2009	02/25/2009	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager for evaluation of call volume and staffing.
Customer complained about having to wait a long time before a VI became available and that the customer was prematurely disconnected.	Speed of Answer	02/25/2009	02/25/2009	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager for evaluation of call volume and staffing.
Customer complained about having a long wait time before a	Speed of Answer	02/26/2009	02/26/2009	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded



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VI became available.				to VI Manager for evaluation of call volume and staffing.
Customer complained about having a long wait time before a VI became available.	Speed of Answer	02/26/2009	02/26/2009	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager for evaluation of call volume and staffing.
Customer complained about a long wait time before a VI became available.	Speed of Answer	02/26/2009	02/26/2009	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager for evaluation of call volume and staffing.
Customer complained about a long wait time before a VI became available.	Speed of Answer	02/26/2009	02/26/2009	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager for evaluation of call volume and staffing.
Customer complained about a long wait time before a VI became available.	Speed of Answer	02/27/2009	02/27/2009	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager for evaluation of call volume and staffing.
Customer complained about a couple of instances where the customer had to wait a long time before a VI became available.	Speed of Answer	03/01/2009	03/01/2009	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager for evaluation of call volume and staffing.
Customer complained about a long wait time before a VI became available.	Speed of Answer	03/05/2009	03/05/2009	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager for evaluation of call volume and staffing.



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Customer complained about the VI not communicating well during the 3 rd party contact. The claim was that the VI did not describe well what was happening during the call.	Competence	03/24/2009	03/24/2009	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. VI Manager coached VI and offered a process improvement.
Customer complained about a long wait time before a VI became available.	Speed of Answer	03/25/2009	03/25/2009	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager for evaluation of call volume and staffing.
Caller complained about the quality of the interpreting service provided by the VI, and that the VI did not provide an ID.	Competence	03/25/2009	03/25/2009	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager coached VI and offered a process improvement.
Caller complained about the quality of the interpreting service provided by the VI, and that the VI did not provide an ID.	Competence	04/15/2009	04/15/2009	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager coached VI and offered a process improvement.
Customer complained about the wait time associated with getting a VI to answer call.	Speed of Answer	04/21/2009	04/21/2009	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager for evaluation of call volume and staffing.
Customer complained about the issue with VI and who they felt should be responsible for pressing 1 or 2. Customer felt they should not have to press any keys for a selection and	Competence	04/28/2009	04/28/2009	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Customer was provided the normal procedure for customer responsibility in terms of their selection criteria.



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rather that the VI should.				Resolved
Customer complained about the VI prematurely disconnecting the call, because the customer wanted to make another call.	Competence	05/09/2009	05/09/2009	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager coached VI and offered a process improvement.
Caller complained about the quality of the interpreting service.	Competence	05/13/2009	05/13/2009	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager for corrective action. Manager coached VI and offered a process improvement.
Caller complained about the quality of the interpreting service and that the information translated was incorrect.	Competence	05/18/2009	05/18/2009	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager for corrective action. Manager coached VI and offered a process improvement.
Customer complained about the VI prematurely disconnecting the call, because the customer wanted to make another call.	Competence	05/27/2009	05/27/2009	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager for corrective action. Manager coached VI and offered a process improvement.
				Resolved