

# Annual Consumer Complaint Log

June 1, 2009 – May 31, 2010

## SUMMARY

	June '09	July '09	Aug. '09	Sept. '09	Oct. '09	Nov. '09	Dec. '09	Jan. '10	Feb. '10	Mar. '10	Apr. '10	May '10	Total
<b># of VRS Complaints</b>	3	5	1	4	11	1	10	4	0	5	3	1	48

## COMPLAINT LOG

Description of Complaint	Nature of Complaint	Date of Complaint	Date of Resolution	Explanation of Resolution
Caller complained that VI was looking away while on the call; seemed distracted with computer.	Competence	06/15/2009	06/15/2009	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager coached VIs on attention to caller.  Resolved
Caller complained that the VI was not friendly and affect did not match her hearing mother.	Competence	06/16/2009	06/16/2009	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager coached VI.  Resolved
Caller complained about the quality of the interpreter.	Competence	6/16/2009	6/16/2009	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager coached VI.  Resolved
Caller complained about the quality of the interpreter.	Competence	7/13/2009	7/13/2009	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 the interpreter	Competence	7/16/2009	7/16/2009	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 of VI looking away at a computer.	Competence	7/22/09	7/22/09	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VIs.  Resolved.
Caller complained of VI looking away at a computer.	Competence	7/22/09	7/22/09	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VIs.  Resolved.
Caller complained about the quality of the interpreter.	Competence	7/23/2009	7/23/2009	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.  Resolved.
Caller complained that VI did not follow directions of the caller.	Call Content	8/25/2009	8/25/2009	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.  Resolved.
Caller complained that it took a long time for VI to answer.	Speed of Answer	9/02/2009	9/02/2009	Customer Service informed VRS Manager and manager reevaluated staffing needs.  Resolved.
Caller complained about the quality of interpreter.	Competence	9/09/2009	9/09/2009	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.  Resolved.
Caller complained that it took a long time for VI to answer.	Speed of Answer	9/14/2009	9/14/2009	Customer Service informed VRS Manager and manager reevaluated staffing needs.  Resolved.



Description of Complaint	Nature of Complaint	Date of Complaint	Date of Resolution	Explanation of Resolution
Caller complained that VIs are looking away at computer screen.	Competence	9/28/09	9/28/09	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VIs.
Caller complained about the quality of the VI.	Competence	10/01/09	10/01/09	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 the VI.	Competence	10/02/09	10/02/09	Resolved. Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.
Caller complained that it took a long time for VI to answer.	Speed of Answer	10/4/2009	10/4/2009	Resolved. Customer Service informed VRS Manager and manager reevaluated staffing needs.
VI did not follow caller's instructions for how to process the call.	Call content	10/07/09	10/07/09	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 having issues with connecting to VRS.	Inter-operability	10/09/2009	10/09/2009	Resolved. Customer Service informed Technical support of issue to be resolved.
Caller complained of not always being able to see an interpreter clearly, but could see after transferred to a different interpreter.	Inter-operability	10/15/2009	10/15/2009	Resolved. Customer Service informed Technical support of issue to be resolved.  Resolved.



Description of Complaint	Nature of Complaint	Date of Complaint	Date of Resolution	Explanation of Resolution
Caller complained about the quality of the VI.	Competence	10/21/09	10/21/09	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.  Resolved.
Caller complained that the VI did not fully interpret the voice mail message for the caller before signifying the deaf caller to leave a message.	Competence	10/27/2009	10/27/2009	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.  Resolved
Caller complained that VI did not follow his request to make a second call after he ended his first call.	Competence	10/27/2009	10/27/2009	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.  Resolved
Caller complained saying that VI ended the call because of suspicion of misuse of service since there appeared no deaf caller was present. Caller said he was out of the picture but still in the room watching.	Call content	10/27/2009	10/27/2009	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.  Resolved
Caller complained that VI did not follow instructions to make a second call.	Competence	10/28/2009	10/28/2009	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.  Resolved
Caller complained that it took a long time for VI to answer.	Speed of Answer	11/27/2009	11/27/2009	Customer Service informed VRS Manager and manager reevaluated staffing needs.  Resolved.



Description of Complaint	Nature of Complaint	Date of Complaint	Date of Resolution	Explanation of Resolution
Caller complained about the quality of interpreting service related to a VI.	Competence	12/08/2009	12/08/2009	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	12/08/2009	12/08/2009	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.  Resolved.
VI did not follow caller's instructions for how to process the call.	Call content	12/08/09	12/08/09	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.  Resolved.
Caller complained that VI was signing too fast to understand the video message.	Competence	12/09/2009	12/09/2009	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.  Resolved.
Caller complained that it took a long time for VI to answer.	Speed of Answer	12/12/2009	12/12/2009	Customer Service informed VRS Manager and manager reevaluated staffing needs.  Resolved.
Caller complained VRS contact number is not working	Inter-operability	12/13/2009	12/13/2009	Customer Service Informed Tech support of Issue.  Resolved.
Caller complained about the quality of interpreting service related to a VI.	Competence	12/21/2009	12/21/2009	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 about the appearance of a VI and that the VI could not be seen well.	Competence	12/21/2009	08/21/2009	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 the quality of the VI.	Competence	12/21/2009	12/21/2009	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 the VI did not stop interrupting to take direction from the caller.	Call Content	12/22/2009	12/22/2009	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 VI quality	Competency	1/5/10	1/5/10	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 VI quality	Competency	1/13/10	1/13/10	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.  Resolved.
Caller complained that she thought VI was recording information from the call and typing personal information	Confidentiality	1/14/2010	1/14/2010	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI. Information was not being recorded –Vi was working with supervisor for a break.  Resolved.



Description of Complaint	Nature of Complaint	Date of Complaint	Date of Resolution	Explanation of Resolution
Caller complained that VI did not give ID number when asked.	Competency	1/14/2010	1/14/2010	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.
Caller complained about the quality of the interpreter.	Competency	03/10/2010	3/10/2010	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 the interpreter.	Competency	3/11/2010	03/11/2010	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 the VI.	Competency	3/11/2010	3/11/2010	Resolved. Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.
Caller complained that the VI didn't interpret everything the hearing caller said.	Call Content	3/24/2010	3/24/2010	Resolved. Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.
Caller complained of the quality of the VI.	Competency	3/26/2010	3/26/2010	Resolved. 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 of the quality of the VI.	Competency	4/8/2010	4/08/2010	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.
Caller complained of the quality of the VI.	Competency	4/17/2010	4/17/2010	Resolved Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.
Caller complained of long wait for VRS.	Speed of Answer	4/22/10	4/22/10	Resolved. Customer Service informed VRS Manager; manager evaluated staffing levels.
Caller complained of quality of the VI.	Competency	5/20/10	5/20/10	Resolved. Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.
				Resolved.