



**FCC Summary Log
For
VRS Relay Service Reports VRS Relay Activity
June 1, 2011 to May 31, 2012**

Number of Complaints received from June 1, 2011 to May 31, 2012

June '11	July '11	Aug '11	Sept '11	Oct '11	Nov '11	Dec '11	Jan '12	Feb '12	Mar '12	Apr '12	May '12
42	47	38	55	57	52	60	65	67	76	92	114

The total Number of Complaints for this reporting period was 765. Complaints are followed up and resolved in a timely manner. Summary Log on following pages.



Summary Log Legend

Legend	
Case Number	Tracking number in Purple's Customer Relationship Management Tool
Opened Date	Date customer called Purple Customer Care to file complaint
Summary description	Summarizes type of complaint <ul style="list-style-type: none">1) VI – Call Procedure<ul style="list-style-type: none">└ Example: Not following “do not announce” feature└ Example: Not processing VCO correctly└ Example: Not accurately using the “anywhere contact list”2) VI - Professional Skills<ul style="list-style-type: none">└ Example: Looking away from video screen3) VI- Interpreter Skill<ul style="list-style-type: none">└ Example: American Sign Language skills not clear4) Service Complaint – Technical issue5) Service Complaint – VRS hold time
Closed date	Date the case was closed
Explanation of resolution	Steps taken to rectify complaint

Case Number	Opened Date	Summary Description	Closed Date	Explanation of Resolution
00207861	6/1/2011	VI- Call Procedure	6/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00207871	6/1/2011	VI-Interpreter Skill	6/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00207881	6/1/2011	VI-Professional Skills	6/2/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00208053	6/1/2011	VI-Call Procedure	6/2/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00208107	6/2/2011	VI-Professional Skills	6/2/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00208298	6/3/2011	VI-Interpreter Skill	6/3/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00208332	6/3/2011	VI-Call Procedure	6/9/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00208486	6/4/2011	VI-Call Procedure	6/10/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00208658	6/6/2011	VI-Call Procedure	6/6/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00208749	6/6/2011	VI- Professional Skills	6/7/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00208816	6/7/2011	VI- Professional Skills	6/7/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00208930	6/7/2011	VI- Professional Skills	6/7/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00209682	6/13/2011	VI-Call Procedure	6/15/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00209757	6/13/2011	VI-Professional Skills	6/13/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00209743	6/13/2011	VI-Professional Skills	6/13/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00209908	6/14/2011	VI-Interpreter Skill	6/14/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00209948	6/14/2011	VI-Professional Skills	6/14/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00210059	6/14/2011	VI-Professional Skills	6/15/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00210127	6/15/2011	VI-Professional Skills	6/16/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00210154	6/15/2011	VI-Professional Skills	6/16/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00210244	6/16/2011	VI-Professional Skills	6/16/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00210456	6/17/2011	VI-Professional Skills	6/17/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00210560	6/17/2011	VI-Call Procedure	6/20/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00210714	6/18/2011	VI-Call Procedure	6/20/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00210745	6/18/2011	VI-Call Procedure	6/20/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00210904	6/20/2011	VI-Call Procedure	6/23/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00210996	6/20/2011	VI-Professional Skills	6/20/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00211054	6/20/2011	VI-Professional Skills	6/21/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00211169	6/21/2011	VI-Professional Skills	6/21/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00211173	6/21/2011	VI-Professional Skills	6/21/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00211226	6/21/2011	VI-Call Procedure	6/22/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00211401	6/22/2011	VI-Interpreter Skill	8/24/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00211526	6/22/2011	VI-Professional Skills	6/23/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00211643	6/23/2011	VI-Professional Skills	6/24/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00211726	6/23/2011	VI-Professional Skills	6/24/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00212066	6/25/2011	VI-Call Procedure	6/27/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00212293	6/27/2011	VI-Call Procedure	6/28/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00212357	6/27/2011	VI-Call Procedure	6/30/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00212427	6/27/2011	VI-Professional Skills	7/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00212794	6/28/2011	VI-Interpreter Skill	6/30/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00213089	6/29/2011	VI-Professional Skills	6/30/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00213225	6/30/2011	VI-Professional Skills	6/30/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00213577	7/3/2011	VI-Professional Skills	7/5/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00213654	7/5/2011	VI-Professional Skills	7/5/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00213824	7/5/2011	VI-Interpreter Skill	7/6/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00213848	7/6/2011	VI-Professional Skills	7/11/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00213946	7/6/2011	VI-Professional Skills	7/7/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00214113	7/7/2011	VI-Call Procedure	7/7/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00214125	7/7/2011	VI-Call Procedure	7/11/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00214146	7/7/2011	VI-Interpreter Skill	7/11/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00214175	7/7/2011	VI-Professional Skills	7/7/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00214243	7/8/2011	VI-Interpreter Skill	7/12/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00214340	7/8/2011	VI-Professional Skills	7/21/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00214343	7/8/2011	VI-Professional Skills	7/12/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00214363	7/9/2011	VI-Call Procedure	7/12/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00214366	7/9/2011	VI-Call Procedure	7/12/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00214506	7/10/2011	VI-Call Procedure	7/10/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00214612	7/11/2011	VI-Call Procedure	7/11/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00214769	7/12/2011	VI-Professional Skills	7/12/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00214778	7/12/2011	VI-Professional Skills	7/12/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00214861	7/12/2011	VI-Professional Skills	7/12/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00214865	7/12/2011	VI-Professional Skills	7/21/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00215004	7/13/2011	VI-Professional Skills	7/14/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00215575	7/16/2011	VI-Professional Skills	7/21/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00215688	7/18/2011	VI-Professional Skills	7/21/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00215743	7/18/2011	VI-Interpreter Skill	7/21/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00216103	7/19/2011	VI-Interpreter Skill	7/25/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00216178	7/20/2011	VI-Interpreter Skill	8/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00216501	7/22/2011	VI-Interpreter Skill	7/25/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00216561	7/22/2011	VI-Call Procedure	7/25/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00216603	7/22/2011	VI-Professional Skills	7/25/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00216659	7/23/2011	VI-Call Procedure	7/26/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00216876	7/25/2011	VI-Professional Skills	7/25/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00216960	7/25/2011	VI-Interpreter Skill	7/26/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00217131	7/26/2011	VI-Interpreter Skill	7/26/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00217288	7/27/2011	VI-Call Procedure	7/27/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00217435	7/28/2011	VI-Call Procedure	7/28/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00217434	7/28/2011	VI-Call Procedure	7/28/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00217601	7/29/2011	VI-Call Procedure	7/29/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00217646	7/29/2011	VI-Professional Skills	8/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00217690	7/29/2011	VI-Interpreter Skill	8/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00217705	7/29/2011	VI-Professional Skills	8/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00217711	7/29/2011	VI-Call Procedure	8/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00217747	7/30/2011	VI-Call Procedure	8/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00217865	7/31/2011	VI-Interpreter Skill	8/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00217919	8/1/2011	VI-Professional Skills	8/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00218101	8/2/2011	VI-Professional Skills	8/3/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00218181	8/2/2011	VI-Interpreter Skill	8/3/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00218274	8/3/2011	VI-Call Procedure	8/4/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00218448	8/4/2011	VI-Call Procedure	8/22/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00218623	8/5/2011	VI-Professional Skills	8/5/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00218880	8/8/2011	VI-Professional Skills	8/8/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00218893	8/8/2011	VI-Call Procedure	8/8/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00218981	8/8/2011	VI-Professional Skills	8/8/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00219015	8/8/2011	VI-Professional Skills	8/9/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00219021	8/8/2011	VI-Professional Skills	8/9/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00219181	8/9/2011	VI-Interpreter Skill	12/2/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00219240	8/10/2011	VI-Professional Skills	8/10/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00219311	8/10/2011	VI-Professional Skills	8/11/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00219479	8/11/2011	VI-Call Procedure	8/12/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00219681	8/13/2011	VI-Professional Skills	8/15/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00219764	8/14/2011	VI-Call Procedure	8/15/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00219911	8/15/2011	VI-Professional Skills	8/16/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00220189	8/17/2011	VI-Professional Skills	8/18/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00220335	8/18/2011	VI-Professional Skills	8/18/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00220341	8/18/2011	VI-Interpreter Skill	8/18/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00220686	8/20/2011	VI-Interpreter Skill	8/22/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00220807	8/22/2011	VI-Professional Skills	8/22/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00220911	8/23/2011	VI-Professional Skills	8/23/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00221160	8/24/2011	VI-Professional Skills	8/26/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00221209	8/24/2011	VI-Professional Skills	8/26/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00221350	8/25/2011	VI-Professional Skills	8/25/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00221522	8/26/2011	VI-Professional Skills	8/26/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00221555	8/26/2011	VI-Call Procedure	8/26/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00221680	8/28/2011	VI-Call Procedure	8/29/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00221734	8/28/2011	VI-Call Procedure	8/29/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00221835	8/29/2011	VI-Professional Skills	8/29/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00221958	8/30/2011	VI-Call Procedure	9/9/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00221991	8/30/2011	VI-Professional Skills	9/6/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00222076	8/31/2011	VI-Professional Skills	8/31/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00222079	8/31/2011	VI-Call Procedure	9/6/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00222093	8/31/2011	VI-Call Procedure	9/6/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00222200	8/31/2011	VI-Call Procedure	9/6/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00222319	9/1/2011	VI-Interpreter Skill	9/6/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00222347	9/1/2011	VI-Professional Skills	9/6/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00222359	9/1/2011	VI-Professional Skills	9/6/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00222359	9/1/2011	VI-Call Procedure	9/6/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00222404	9/2/2011	VI-Professional Skills	9/6/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00222416	9/2/2011	VI-Professional Skills	9/6/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00222460	9/2/2011	VI-Interpreter Skill	9/6/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00222570	9/3/2011	VI-Interpreter Skill	9/6/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00222614	9/4/2011	VI-Professional Skills	9/6/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00222755	9/6/2011	VI-Professional Skills	9/7/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00222837	9/7/2011	VI-Professional Skills	9/7/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00222951	9/7/2011	VI-Professional Skills	9/12/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00223001	9/8/2011	VI-Professional Skills	9/8/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00223026	9/8/2011	VI-Call Procedure	9/9/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00223079	9/8/2011	VI-Interpreter Skill	9/9/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00223226	9/9/2011	VI-Professional Skills	9/24/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00223349	9/10/2011	VI-Interpreter Skill	9/12/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00223355	9/10/2011	VI-Professional Skills	9/12/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00223452	9/12/2011	VI-Professional Skills	9/13/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00223529	9/12/2011	VI-Professional Skills	9/13/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00223592	9/12/2011	VI-Professional Skills	9/13/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00223717	9/13/2011	VI-Professional Skills	9/30/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00223737	9/13/2011	VI-Professional Skills	9/13/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00223749	9/13/2011	VI-Professional Skills	9/13/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00223748	9/13/2011	VI-Professional Skills	9/13/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00223791	9/13/2011	VI-Call Procedure	9/13/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00223830	9/14/2011	VI-Call Procedure	9/15/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00223837	9/14/2011	VI-Professional Skills	9/14/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00223911	9/14/2011	VI-Professional Skills	9/19/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00223944	9/14/2011	VI-Call Procedure	9/16/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00223975	9/14/2011	VI-Interpreter Skill	9/16/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00224028	9/15/2011	VI-Professional Skills	9/16/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00224192	9/16/2011	VI-Professional Skills	9/16/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00224196	9/16/2011	VI-Professional Skills	9/16/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00224333	9/17/2011	VI-Call Procedure	9/19/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00224374	9/18/2011	VI-Professional Skills	9/19/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00224381	9/18/2011	VI-Professional Skills	9/19/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00224394	9/19/2011	VI-Call Procedure	9/19/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00224404	9/19/2011	VI-Call Procedure	9/19/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00224410	9/19/2011	VI-Call Procedure	9/19/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00224419	9/19/2011	VI-Professional Skills	9/19/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00224473	9/19/2011	VI-Professional Skills	9/20/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00224487	9/19/2011	VI-Professional Skills	9/20/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00224601	9/20/2011	VI-Professional Skills	9/25/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00224601	9/20/2011	VI-Professional Skills	9/25/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00224605	9/20/2011	VI-Call Procedure	9/20/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00224959	9/22/2011	VI-Call Procedure	9/23/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00225006	9/22/2011	VI-Professional Skills	9/22/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00225244	9/25/2011	VI-Professional Skills	9/25/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00225415	9/26/2011	VI-Professional Skills	10/3/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00225435	9/26/2011	VI-Call Procedure	9/28/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00225606	9/27/2011	VI-Call Procedure	9/28/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00225643	9/28/2011	VI-Interpreter Skill	10/4/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00225719	9/28/2011	VI-Professional Skills	9/28/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00225840	9/29/2011	VI-Professional Skills	9/29/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00226159	10/1/2011	VI-Professional Skills	10/3/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00226219	10/2/2011	VI-Professional Skills	10/3/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00226450	10/4/2011	VI-Professional Skills	10/6/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00226540	10/5/2011	VI-Call Procedure	10/5/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00226535	10/5/2011	VI-Professional Skills	10/5/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00226545	10/5/2011	VI-Professional Skills	10/5/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00226552	10/5/2011	VI-Professional Skills	10/7/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00226561	10/5/2011	VI-Professional Skills	10/5/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00226714	10/6/2011	VI-Professional Skills	10/6/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00226781	10/6/2011	VI-Professional Skills	10/10/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00226859	10/7/2011	VI-Interpreter Skill	10/10/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00226910	10/7/2011	VI-Interpreter Skill	10/19/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00227024	10/9/2011	VI-Professional Skills	10/10/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00227115	10/10/2011	VI-Professional Skills	10/10/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00227170	10/10/2011	VI-Interpreter Skill	10/10/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00227307	10/11/2011	VI-Interpreter Skill	10/16/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00227317	10/11/2011	VI-Call Procedure	12/6/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00227366	10/12/2011	VI-Professional Skills	10/16/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00227436	10/12/2011	VI-Professional Skills	10/16/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00227469	10/12/2011	VI-Call Procedure	10/16/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00227574	10/13/2011	VI-Professional Skills	10/13/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00227636	10/13/2011	VI-Professional Skills	10/16/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00227709	10/14/2011	VI-Professional Skills	10/16/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00227775	10/14/2011	VI-Professional Skills	10/16/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00227960	10/17/2011	VI-Professional Skills	10/19/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00228033	10/17/2011	VI-Interpreter Skill	10/19/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00228057	10/17/2011	VI-Professional Skills	10/19/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00228083	10/18/2011	VI-Professional Skills	10/18/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00228118	10/18/2011	VI-Professional Skills	10/19/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00228137	10/18/2011	VI-Professional Skills	10/18/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00228184	10/18/2011	VI-Interpreter Skill	10/19/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00228191	10/18/2011	VI-Professional Skills	10/19/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00228271	10/19/2011	VI-Interpreter Skill	10/19/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00228275	10/19/2011	VI-Interpreter Skill	10/19/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00228323	10/19/2011	VI-Professional Skills	10/19/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00228371	10/19/2011	VI-Professional Skills	12/14/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00228379	10/19/2011	VI-Professional Skills	10/24/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00228446	10/20/2011	VI-Call Procedure	10/24/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00228533	10/20/2011	VI-Professional Skills	10/24/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00228669	10/21/2011	VI-Professional Skills	10/24/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00228674	10/21/2011	VI-Professional Skills	10/24/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00228781	10/24/2011	VI-Call Procedure	11/7/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00228789	10/24/2011	VI-Professional Skills	10/24/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00228884	10/24/2011	VI-Interpreter Skill	10/24/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00228890	10/24/2011	VI-Professional Skills	10/24/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00228937	10/24/2011	VI-Professional Skills	10/24/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00229033	10/25/2011	VI-Professional Skills	10/30/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00229041	10/25/2011	VI-Call Procedure	10/30/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00229276	10/26/2011	VI-Professional Skills	10/30/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00229361	10/27/2011	VI-Interpreter Skill	10/27/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00229381	10/27/2011	VI-Professional Skills	10/30/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00229430	10/28/2011	VI-Call Procedure	12/18/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00229525	10/29/2011	VI-Professional Skills	10/30/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00229667	10/31/2011	VI-Professional Skills	11/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00229740	10/31/2011	VI-Call Procedure	11/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00229701	10/31/2011	VI-Professional Skills	11/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00229719	10/31/2011	VI-Professional Skills	11/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00229863	11/1/2011	VI-Professional Skills	11/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00229865	11/1/2011	VI-Professional Skills	11/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00229866	11/1/2011	VI-Professional Skills	11/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00229867	11/1/2011	VI-Professional Skills	11/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00229869	11/1/2011	VI-Professional Skills	11/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00229871	11/1/2011	VI-Professional Skills	11/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00229878	11/1/2011	VI-Professional Skills	11/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00229905	11/1/2011	VI-Call Procedure	11/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00229946	11/2/2011	VI-Professional Skills	11/4/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00229956	11/2/2011	VI-Professional Skills	11/4/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00229979	11/2/2011	VI-Professional Skills	11/4/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00229980	11/2/2011	VI-Professional Skills	11/4/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00230125	11/3/2011	VI-Interpreter Skill	11/9/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00230194	11/3/2011	VI-Professional Skills	11/4/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00230265	11/4/2011	VI-Professional Skills	11/7/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00230335	11/4/2011	VI-Professional Skills	12/6/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00230504	11/7/2011	VI-Professional Skills	11/7/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00230571	11/7/2011	VI-Professional Skills	11/9/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00230632	11/8/2011	VI-Professional Skills	11/9/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00230692	11/8/2011	VI-Professional Skills	11/9/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00230791	11/9/2011	VI-Call Procedure	11/9/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00230811	11/9/2011	VI-Professional Skills	11/9/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00230809	11/9/2011	VI-Professional Skills	11/9/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00230918	11/10/2011	VI-Interpreter Skill	11/10/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00231024	11/11/2011	VI-Professional Skills	11/11/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00231108	11/11/2011	VI-Professional Skills	12/17/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00231283	11/14/2011	VI-Interpreter Skill	11/22/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00231312	11/14/2011	VI-Interpreter Skill	11/14/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00231433	11/15/2011	VI-Professional Skills	11/17/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00231589	11/15/2011	VI-Call Procedure	11/17/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00231595	11/15/2011	VI-Professional Skills	11/17/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00231625	11/16/2011	VI-Call Procedure	11/17/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00231987	11/18/2011	VI-Professional Skills	11/18/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00231992	11/18/2011	VI-Professional Skills	11/22/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00232084	11/20/2011	VI-Interpreter Skill	11/22/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00232085	11/20/2011	VI-Interpreter Skill	11/22/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00232208	11/21/2011	VI-Professional Skills	11/22/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00232258	11/21/2011	VI-Interpreter Skill	11/22/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00232324	11/22/2011	VI-Interpreter Skill	12/18/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00232471	11/23/2011	VI-Interpreter Skill	11/28/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00232494	11/23/2011	VI-Call Procedure	11/28/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00232624	11/27/2011	VI-Professional Skills	11/28/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00232694	11/28/2011	VI-Professional Skills	11/28/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00232695	11/28/2011	VI-Professional Skills	11/28/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00232812	11/28/2011	VI-Professional Skills	11/29/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00232820	11/28/2011	VI-Professional Skills	12/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00232841	11/28/2011	VI-Call Procedure	12/6/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00232864	11/29/2011	VI-Professional Skills	11/29/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00232965	11/29/2011	VI-Call Procedure	12/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00232994	11/30/2011	VI-Interpreter Skill	12/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00233032	11/30/2011	VI-Call Procedure	11/30/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00233105	11/30/2011	VI-Professional Skills	12/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00233130	12/1/2011	VI-Interpreter Skill	12/1/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00233157	12/1/2011	VI-Professional Skills	12/6/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00233209	12/1/2011	VI-Interpreter Skill	12/6/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00233251	12/1/2011	VI-Professional Skills	12/6/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00233295	12/2/2011	VI-Call Procedure	12/2/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00233389	12/2/2011	VI-Call Procedure	12/6/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00233450	12/3/2011	VI-Professional Skills	12/12/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00233502	12/3/2011	VI-Professional Skills	12/12/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00233621	12/5/2011	VI-Professional Skills	12/12/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00233748	12/6/2011	VI-Professional Skills	12/6/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00233845	12/6/2011	VI-Professional Skills	12/6/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00233919	12/7/2011	VI-Professional Skills	12/7/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00233937	12/7/2011	VI-Interpreter Skill	12/20/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00233972	12/7/2011	VI-Professional Skills	12/17/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00234013	12/7/2011	VI-Professional Skills	12/8/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00234037	12/8/2011	VI-Professional Skills	12/8/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00234038	12/8/2011	VI-Interpreter Skill	12/8/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00234067	12/8/2011	VI-Professional Skills	12/8/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00234153	12/9/2011	VI-Professional Skills	3/12/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00234197	12/9/2011	VI-Professional Skills	12/14/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00234214	12/9/2011	VI-Call Procedure	12/14/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00234379	12/11/2011	VI-Professional Skills	12/11/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00234471	12/12/2011	VI-Professional Skills	12/12/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00234514	12/12/2011	VI-Professional Skills	12/12/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00234583	12/13/2011	VI-Professional Skills	12/14/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00234677	12/14/2011	VI-Professional Skills	12/20/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00234717	12/14/2011	VI-Interpreter Skill	12/20/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00234729	12/14/2011	VI-Professional Skills	12/14/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00234853	12/15/2011	VI-Professional Skills	12/20/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00234872	12/15/2011	VI-Interpreter Skill	12/15/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00234886	12/15/2011	VI-Professional Skills	12/15/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00234905	12/15/2011	VI-Professional Skills	12/20/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00234920	12/15/2011	VI-Interpreter Skill	12/20/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00234920	12/15/2011	VI-Professional Skills	12/20/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00234939	12/15/2011	VI-Professional Skills	12/20/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00234984	12/16/2011	VI-Interpreter Skill	1/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00235028	12/16/2011	VI-Professional Skills	12/16/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00235036	12/16/2011	VI-Professional Skills	12/16/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00235038	12/16/2011	VI-Professional Skills	12/16/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00235095	12/17/2011	VI-Professional Skills	12/20/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00235167	12/18/2011	VI-Interpreter Skill	12/20/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00235191	12/19/2011	VI-Professional Skills	12/20/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00235234	12/19/2011	VI-Professional Skills	12/20/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00235292	12/19/2011	VI-Call Procedure	12/20/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00235314	12/19/2011	VI-Professional Skills	12/20/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00235387	12/20/2011	VI-Professional Skills	12/20/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00235386	12/20/2011	VI-Interpreter Skill	12/20/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00235414	12/20/2011	VI-Professional Skills	12/20/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00235527	12/21/2011	VI-Professional Skills	12/27/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00235564	12/21/2011	Service complaint - Technical issue	3/9/2012	Elevated to Technical Support Specialist for further review
00235576	12/21/2011	VI-Interpreter Skill	12/27/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00236012	12/27/2011	VI-Call Procedure	1/3/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00235862	12/27/2011	VI-Call Procedure	12/30/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00235969	12/27/2011	VI-Professional Skills	12/30/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00236066	12/28/2011	VI-Call Procedure	12/30/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00236169	12/28/2011	VI-Professional Skills	12/30/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00236210	12/29/2011	VI-Call Procedure	12/29/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00236218	12/29/2011	VI-Call Procedure	12/30/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00236226	12/29/2011	VI-Professional Skills	12/30/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00236273	12/29/2011	VI-Call Procedure	12/30/2011	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00236457	1/2/2012	VI-Call Procedure	1/2/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00236466	1/2/2012	VI-Professional Skills	1/2/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00236504	1/2/2012	VI-Professional Skills	1/2/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00236673	1/3/2012	VI-Professional Skills	1/5/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00236689	1/4/2012	VI-Call Procedure	1/5/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00236728	1/4/2012	VI-Professional Skills	1/5/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00236738	1/4/2012	VI-Call Procedure	1/5/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00236784	1/4/2012	VI-Professional Skills	1/5/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00236914	1/5/2012	VI-Professional Skills	3/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00236925	1/5/2012	VI-Professional Skills	1/5/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00237084	1/6/2012	VI-Professional Skills	1/9/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00237106	1/6/2012	VI-Professional Skills	1/6/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00237098	1/6/2012	VI-Call Procedure	1/6/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00237154	1/7/2012	VI-Professional Skills	1/11/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00237179	1/7/2012	VI-Interpreter Skill	1/9/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00237284	1/9/2012	VI-Call Procedure	1/9/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00237374	1/9/2012	VI-Professional Skills	1/9/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00237422	1/9/2012	VI-Professional Skills	1/11/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00237427	1/9/2012	VI-Call Procedure	1/25/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00237660	1/11/2012	VI-Call Procedure	1/11/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00237707	1/11/2012	VI-Professional Skills	1/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00237744	1/11/2012	VI-Professional Skills	1/11/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00237861	1/12/2012	VI-Professional Skills	1/12/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00237893	1/12/2012	VI-Interpreter Skill	1/19/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00237905	1/12/2012	VI-Professional Skills	1/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00238019	1/13/2012	VI-Professional Skills	1/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00238036	1/13/2012	VI-Professional Skills	1/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00238064	1/13/2012	VI-Professional Skills	1/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00238095	1/13/2012	VI-Call Procedure	1/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00238098	1/13/2012	VI-Interpreter Skill	1/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00238100	1/13/2012	VI-Professional Skills	1/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00238116	1/13/2012	VI-Professional Skills	1/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00238174	1/14/2012	VI-Interpreter Skill	1/14/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00238327	1/17/2012	VI-Call Procedure	1/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00238329	1/17/2012	VI-Call Procedure	1/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00238407	1/17/2012	VI-Professional Skills	1/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00238511	1/18/2012	VI-Call Procedure	1/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00238514	1/18/2012	VI-Call Procedure	1/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00238529	1/18/2012	VI-Interpreter Skill	1/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00238685	1/19/2012	VI-Professional Skills	1/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00238738	1/19/2012	VI-Professional Skills	1/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00238811	1/20/2012	VI-Professional Skills	1/20/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00238794	1/20/2012	VI-Professional Skills	1/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00238800	1/20/2012	VI-Professional Skills	5/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00238814	1/20/2012	VI-Professional Skills	1/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00238815	1/20/2012	VI-Interpreter Skill	1/20/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00238909	1/20/2012	VI-Call Procedure	1/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00238931	1/21/2012	VI-Professional Skills	3/24/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00238953	1/21/2012	VI-Professional Skills	1/24/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00238962	1/21/2012	VI-Professional Skills	1/24/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00239142	1/23/2012	VI-Professional Skills	1/24/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00239178	1/23/2012	VI-Professional Skills	1/24/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00239181	1/24/2012	VI-Call Procedure	1/24/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00239209	1/24/2012	VI-Interpreter Skill	1/24/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00239396	1/25/2012	VI-Call Procedure	1/25/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00239480	1/25/2012	VI-Call Procedure	1/25/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00239669	1/27/2012	VI-Professional Skills	1/27/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00239698	1/27/2012	VI-Professional Skills	1/30/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00239796	1/28/2012	VI-Professional Skills	1/30/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00239953	1/30/2012	VI-Call Procedure	1/31/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00239975	1/30/2012	VI-Call Procedure	2/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00239982	1/30/2012	VI-Call Procedure	1/31/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00240063	1/30/2012	VI-Professional Skills	1/31/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00240070	1/30/2012	VI-Interpreter Skill	1/31/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00240201	1/31/2012	VI-Professional Skills	2/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00240279	2/1/2012	VI-Interpreter Skill	2/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00240282	2/1/2012	VI-Professional Skills	2/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00240286	2/1/2012	VI-Professional Skills	2/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00240417	2/1/2012	VI-Call Procedure	2/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00240612	2/2/2012	VI-Call Procedure	2/2/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00240623	2/2/2012	VI-Interpreter Skill	2/4/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00240625	2/2/2012	VI-Professional Skills	2/3/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00240646	2/3/2012	VI-Professional Skills	2/3/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00240708	2/3/2012	VI-Professional Skills	2/4/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00240715	2/3/2012	VI-Interpreter Skill	2/3/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00240727	2/3/2012	VI-Interpreter Skill	2/4/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00240772	2/3/2012	VI-Professional Skills	2/4/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00240788	2/3/2012	VI-Professional Skills	2/4/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00240854	2/4/2012	VI-Professional Skills	2/7/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00240901	2/4/2012	VI-Interpreter Skill	2/6/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00241341	2/8/2012	VI-Professional Skills	2/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00241409	2/8/2012	VI-Interpreter Skill	2/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00241416	2/8/2012	VI-Professional Skills	2/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00241455	2/8/2012	VI-Interpreter Skill	2/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00241460	2/8/2012	VI-Professional Skills	2/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00241520	2/8/2012	VI-Call Procedure	2/8/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00241561	2/9/2012	VI-Call Procedure	2/9/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00241580	2/9/2012	VI-Professional Skills	2/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00241618	2/9/2012	VI-Interpreter Skill	2/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00241656	2/9/2012	VI-Professional Skills	2/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00241738	2/9/2012	VI-Professional Skills	2/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00241789	2/10/2012	VI-Interpreter Skill	2/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00241821	2/10/2012	VI-Interpreter Skill	2/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00241831	2/10/2012	VI-Interpreter Skill	2/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00241854	2/10/2012	VI-Professional Skills	2/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00241968	2/11/2012	VI-Call Procedure	2/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00241978	2/11/2012	VI-Call Procedure	2/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00242139	2/13/2012	VI-Professional Skills	2/27/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00242361	2/14/2012	VI-Professional Skills	3/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00242366	2/14/2012	VI-Professional Skills	2/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00242407	2/15/2012	VI-Professional Skills	2/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00242522	2/15/2012	VI-Professional Skills	2/29/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00242595	2/16/2012	VI-Professional Skills	2/29/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00242661	2/16/2012	VI-Interpreter Skill	2/29/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00242691	2/17/2012	VI-Professional Skills	2/29/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00242713	2/17/2012	VI-Professional Skills	2/29/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00242753	2/17/2012	VI-Call Procedure	3/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00242931	2/19/2012	VI-Professional Skills	2/29/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00242950	2/20/2012	VI-Interpreter Skill	2/29/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00242975	2/20/2012	VI-Professional Skills	2/23/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00243317	2/22/2012	VI-Professional Skills	3/2/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00243388	2/22/2012	VI-Professional Skills	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00243405	2/22/2012	VI-Professional Skills	3/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00243572	2/23/2012	VI-Call Procedure	3/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00243579	2/23/2012	VI-Professional Skills	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00243587	2/23/2012	VI-Professional Skills	3/6/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00243589	2/23/2012	VI-Call Procedure	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00243785	2/24/2012	VI-Professional Skills	2/25/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00243919	2/26/2012	VI-Professional Skills	2/29/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00243926	2/27/2012	VI-Interpreter Skill	2/29/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00243960	2/27/2012	VI-Call Procedure	3/3/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00243972	2/27/2012	VI-Call Procedure	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00244029	2/27/2012	VI-Call Procedure	3/6/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00244054	2/27/2012	VI-Professional Skills	2/29/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00244074	2/27/2012	VI-Professional Skills	2/29/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00244191	2/28/2012	VI-Professional Skills	2/29/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00244218	2/28/2012	VI-Call Procedure	2/29/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00244314	2/29/2012	VI-Interpreter Skill	2/29/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00244300	2/29/2012	VI-Interpreter Skill	2/29/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00244306	2/29/2012	VI-Interpreter Skill	2/29/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00244309	2/29/2012	VI-Professional Skills	2/29/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00244374	2/29/2012	VI-Interpreter Skill	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00244514	3/1/2012	VI-Call Procedure	3/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00244533	3/1/2012	VI- interpreter Skill	3/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00244509	3/1/2012	VI-Professional Skills	4/5/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00244523	3/1/2012	VI-Call Procedure	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00244546	3/1/2012	VI-Professional Skills	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00244622	3/2/2012	VI-Professional Skills	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00244792	3/3/2012	VI-Professional Skills	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00244945	3/5/2012	VI-Call Procedure	3/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00244972	3/5/2012	VI-Professional Skills	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00244975	3/5/2012	VI-Professional Skills	3/24/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00245137	3/6/2012	VI-Professional Skills	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00245180	3/6/2012	VI-Professional Skills	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00245267	3/6/2012	VI-Professional Skills	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00245266	3/6/2012	VI-Professional Skills	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00245345	3/7/2012	VI-Interpreter Skill	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00245364	3/7/2012	VI-Interpreter Skill	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00245379	3/7/2012	VI-Professional Skills	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00245408	3/7/2012	VI-Professional Skills	3/7/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00245524	3/8/2012	VI-Call Procedure	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00245603	3/8/2012	VI-Call Procedure	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00245606	3/8/2012	VI-Call Procedure	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00245670	3/9/2012	VI-Professional Skills	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00245950	3/12/2012	VI-Call Procedure	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00246029	3/12/2012	VI-Call Procedure	4/2/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00246059	3/13/2012	VI-Call Procedure	3/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00246077	3/13/2012	VI-Professional Skills	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00246224	3/14/2012	VI-Call Procedure	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00246287	3/14/2012	VI-Professional Skills	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00246457	3/15/2012	VI-Professional Skills	5/7/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00246343	3/15/2012	VI-Professional Skills	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00246374	3/15/2012	VI-Professional Skills	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00246385	3/15/2012	VI-Professional Skills	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00246431	3/15/2012	VI-Call Procedure	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00246433	3/15/2012	VI-Interpreter Skill	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00246476	3/15/2012	VI-Professional Skills	3/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00246494	3/15/2012	VI-Professional Skills	3/23/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00246512	3/16/2012	VI-Interpreter Skill	3/23/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00246514	3/16/2012	VI-Professional Skills	3/23/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00246522	3/16/2012	VI-Interpreter Skill	3/23/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00246531	3/16/2012	VI-Interpreter Skill	3/23/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00246579	3/16/2012	VI-Interpreter Skill	3/23/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00246607	3/16/2012	VI-Professional Skills	3/23/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00246734	3/19/2012	VI-Professional Skills	3/23/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00246789	3/19/2012	VI-Professional Skills	3/23/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00246829	3/19/2012	VI-Professional Skills	3/23/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00246906	3/20/2012	VI-Professional Skills	3/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00247071	3/20/2012	VI-Interpreter Skill	3/21/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00247092	3/21/2012	VI-Professional Skills	3/23/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00247127	3/21/2012	VI-Professional Skills	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00247199	3/21/2012	VI-Interpreter Skill	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00247206	3/21/2012	VI-Professional Skills	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00247212	3/21/2012	VI-Call Procedure	3/23/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00247217	3/22/2012	VI-Professional Skills	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00247239	3/22/2012	VI-Call Procedure	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00247245	3/22/2012	VI-Professional Skills	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00247327	3/22/2012	VI-Professional Skills	3/23/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00247361	3/22/2012	VI-Professional Skills	3/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00247399	3/23/2012	VI-Call Procedure	3/23/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00247535	3/24/2012	VI-Interpreter Skill	3/28/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00247579	3/25/2012	VI-Interpreter Skill	4/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00247654	3/26/2012	VI-Professional Skills	4/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00247708	3/26/2012	VI-Professional Skills	4/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00247773	3/26/2012	VI-Call Procedure	4/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00247796	3/27/2012	VI-Call Procedure	4/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00247852	3/27/2012	VI-Professional Skills	4/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00248073	3/28/2012	VI-Interpreter Skill	4/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00248138	3/28/2012	VI-Interpreter Skill	4/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00248200	3/29/2012	VI-Professional Skills	4/5/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00248271	3/29/2012	VI-Professional Skills	4/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00248300	3/29/2012	VI-Call Procedure	4/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00248316	3/29/2012	VI-Professional Skills	4/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00248318	3/29/2012	VI-Professional Skills	4/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00248330	3/30/2012	Service complaint - VRS hold time	4/18/2012	Forward feedback to operations to ensure adequate staffing for VRS
00248390	3/30/2012	Service complaint-Technical Issue	3/31/2012	Customer Care Technician Resolved
00248447	3/30/2012	VI-Professional Skills	4/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00248569	3/31/2012	VI-Professional Skills	4/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00248666	4/2/2012	VI-Professional Skills	4/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00248672	4/2/2012	VI-Professional Skills	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00248676	4/2/2012	VI-Call Procedure	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00248713	4/2/2012	VI-Interpreter Skill	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00248716	4/2/2012	VI-Interpreter Skill	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00248826	4/2/2012	Service complaint - technical issue	4/17/2012	Customer Care technician resolved
00248834	4/2/2012	VI-Professional Skills	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00248844	4/3/2012	VI-Professional Skills	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00248982	4/3/2012	VI-Interpreter Skill	4/19/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00249029	4/4/2012	VI-Professional Skills	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00249083	4/4/2012	VI-Professional Skills	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00249097	4/4/2012	VI-Professional Skills	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00249208	4/4/2012	VI-Call Procedure	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00249242	4/5/2012	VI-Interpreter Skill	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00249319	4/5/2012	VI-Call Procedure	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00249360	4/6/2012	VI-Professional Skills	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00249403	4/6/2012	VI-Professional Skills	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00249430	4/6/2012	VI-Professional Skills	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00249502	4/7/2012	Service complaint - technical issue	4/7/2012	Customer Care technician resolved
00249584	4/7/2012	VI-Professional Skills	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00249688	4/9/2012	VI-Professional Skills	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00249716	4/9/2012	VI-Professional Skills	4/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00249758	4/9/2012	VI-Professional Skills	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00249841	4/10/2012	VI-Professional Skills	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00249902	4/10/2012	VI-Professional Skills	4/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00249958	4/10/2012	VI-Professional Skills	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00250011	4/10/2012	VI-Call Procedure	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00250012	4/10/2012	VI-Professional Skills	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00250058	4/11/2012	VI-Professional Skills	4/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00250048	4/11/2012	VI-Professional Skills	4/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00250100	4/11/2012	VI-Professional Skills	4/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00250114	4/11/2012	VI-Professional Skills	4/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00250128	4/11/2012	VI-Call Procedure	4/30/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00250163	4/11/2012	VI-Interpreter Skill	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00250278	4/12/2012	VI-Call Procedure	4/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00250352	4/12/2012	VI-Professional Skills	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00250237	4/12/2012	VI Complaint - Professional Skills	5/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00250391	4/13/2012	VI-Professional Skills	4/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00250433	4/13/2012	VI-Professional Skills	4/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00250449	4/13/2012	VI-Call Procedure	4/13/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00250496	4/13/2012	VI-Interpreter Skill	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00250500	4/13/2012	VI-Interpreter Skill	5/2/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00250543	4/14/2012	VI-Professional Skills	4/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00250590	4/15/2012	VI-Interpreter Skill	4/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00250611	4/15/2012	VI-Professional Skills	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00250722	4/16/2012	VI-Professional Skills	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00250728	4/16/2012	VI-Call Procedure	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00250747	4/16/2012	VI-Professional Skills	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00250750	4/16/2012	VI-Professional Skills	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00250837	4/17/2012	VI-Professional Skills	4/17/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00250859	4/17/2012	VI-Call Procedure	4/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00250938	4/17/2012	VI-Professional Skills	4/24/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00250996	4/18/2012	VI-Call Procedure	4/19/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00251052	4/18/2012	VI-Professional Skills	4/24/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00251311	4/19/2012	VI-Interpreter Skill	4/24/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00251327	4/19/2012	VI-Interpreter Skill	4/24/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00251352	4/19/2012	VI-Professional Skills	4/24/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00251814	4/23/2012	Service complaint - VRS hold time	4/25/2012	Forward feedback to operations to ensure adequate staffing for VRS
00251741	4/23/2012	VI Complaint - Professional Skills	4/24/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00251786	4/23/2012	VI Complaint - Professional Skills	4/24/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00251896	4/24/2012	Service complaint - technical issue	4/24/2012	Customer Care technician resolved
00251937	4/24/2012	Service complaint - VRS hold time	4/28/2012	Forward feedback to operations to ensure adequate staffing for VRS
00251924	4/24/2012	VI Complaint - Call Procedure	4/25/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00252003	4/24/2012	VI Complaint - Professional Skills	5/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00252051	4/24/2012	VI Complaint - Professional Skills	5/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00252125	4/25/2012	VI Complaint - Interpreter Skill	4/25/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00252129	4/25/2012	VI Complaint - Call Procedure	5/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00252164	4/25/2012	VI Complaint - Interpreter Skill	5/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00252169	4/25/2012	VI Complaint - Call Procedure	4/27/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00252170	4/25/2012	VI Complaint - Call Procedure	4/27/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00252195	4/25/2012	VI Complaint - Professional Skills	6/11/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00252243	4/25/2012	VI Complaint - Interpreter Skill	4/25/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00252430	4/26/2012	VI Complaint - Professional Skills	5/1/2012	Forward general feedback to operations
00252305	4/26/2012	VI Complaint - Professional Skills	4/27/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00252309	4/26/2012	VI Complaint - Call Procedure	5/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00252330	4/26/2012	VI Complaint - Professional Skills	4/27/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00252332	4/26/2012	VI Complaint - Call Procedure	4/27/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00252334	4/26/2012	VI Complaint - Call Procedure	5/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00252345	4/26/2012	VI Complaint - Call Procedure	5/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00252429	4/26/2012	VI Complaint - Call Procedure	4/27/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00252582	4/27/2012	VI Complaint - Professional Skills	4/30/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00252615	4/27/2012	VI Complaint - Call Procedure	5/2/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00252650	4/28/2012	VI Complaint - Professional Skills	4/28/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00252680	4/28/2012	VI Complaint - Professional Skills	4/28/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00252705	4/29/2012	VI Complaint - Call Procedure	5/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00252708	4/29/2012	VI Complaint - Call Procedure	5/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00252733	4/29/2012	VI Complaint - Call Procedure	4/30/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00252895	4/30/2012	Service complaint - VRS hold time	4/30/2012	Forward feedback to operations to ensure adequate staffing for VRS
00252911	4/30/2012	Service complaint - technical issue	5/14/2012	Customer Care technician resolved

00252792	4/30/2012	VI Complaint - Call Procedure	5/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00252814	4/30/2012	VI Complaint - Call Procedure	5/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00252891	4/30/2012	VI Complaint - Call Procedure	5/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00252974	5/1/2012	VI Complaint - Call Procedure	5/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00253026	5/1/2012	VI Complaint - Call Procedure	5/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00253106	5/1/2012	VI Complaint - Professional Skills	5/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00253122	5/1/2012	VI Complaint - Professional Skills	5/2/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00253128	5/1/2012	VI Complaint - Interpreter Skill	5/2/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00253362	5/2/2012	Service complaint - VRS hold time	5/7/2012	Forward feedback to operations to ensure adequate staffing for VRS
00253192	5/2/2012	VI Complaint - Call Procedure	5/2/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00253272	5/2/2012	VI Complaint - Call Procedure	5/2/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00253296	5/2/2012	VI Complaint - Professional Skills	5/2/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00253313	5/2/2012	VI Complaint - Professional Skills	5/3/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00253361	5/2/2012	VI Complaint - Call Procedure	5/2/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00253482	5/3/2012	Service complaint - technical issue	5/7/2012	Customer Care technician resolved
00253373	5/3/2012	VI Complaint - Interpreter Skill	5/3/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00253434	5/3/2012	VI Complaint - Professional Skills	5/3/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00253441	5/3/2012	VI Complaint -Interpreter Skill	5/3/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00253479	5/3/2012	VI Complaint - Call Procedure	5/3/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00253498	5/3/2012	VI Complaint - Professional Skills	5/3/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00253565	5/3/2012	VI Complaint - Interpreter Skill	5/7/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00253576	5/4/2012	Service complaint - VRS hold time	5/8/2012	Customer Care technician resolved
00253578	5/4/2012	Service complaint - VRS hold time	5/8/2012	Customer Care technician resolved
00253580	5/4/2012	Service complaint - VRS hold time	5/8/2012	Forward feedback to operations to ensure adequate staffing for VRS

00253577	5/4/2012	Service complaint - VRS hold time	5/7/2012	Forward feedback to operations to ensure adequate staffing for VRS
00253579	5/4/2012	Service complaint - VRS hold time	5/8/2012	Forward feedback to operations to ensure adequate staffing for VRS
00253582	5/4/2012	VI Complaint - Call Procedure	5/7/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00253637	5/4/2012	VI Complaint - Call Procedure	5/7/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00253640	5/4/2012	VI Complaint - Call Procedure	5/7/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00253641	5/4/2012	VI Complaint - Call Procedure	5/7/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00253703	5/4/2012	VI Complaint - Call Procedure	5/7/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00253865	5/7/2012	Service complaint - technical issue	5/8/2012	Customer Care technician resolved
00253936	5/7/2012	Service complaint - technical issue	5/18/2012	Customer Care technician resolved
00253902	5/7/2012	VI Complaint - Call Procedure	5/9/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00253912	5/7/2012	VI Complaint - Interpreter Skill	5/9/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00253955	5/7/2012	VI Complaint - Call Procedure	5/7/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00253983	5/7/2012	VI Complaint - Professional Skills	5/9/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00253987	5/7/2012	VI Complaint -Professional Skills	5/9/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00254075	5/8/2012	VI Complaint - Call Procedure	5/8/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00254291	5/9/2012	VI Complaint -Call Procedure	5/9/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00254410	5/9/2012	VI Complaint -Call Procedure	5/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00254415	5/9/2012	VI Complaint - Professional Skills	5/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00254435	5/9/2012	VI Complaint -Call Procedure	5/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00254525	5/10/2012	Service complaint - VRS hold time	5/10/2012	Forward feedback to operations to ensure adequate staffing for VRS
00254633	5/10/2012	Service complaint - Professional	5/14/2012	Forward general feedback to operations
00254669	5/10/2012	Service complaint - VRS hold time	5/15/2012	Forward feedback to operations to ensure adequate staffing for VRS
00254462	5/10/2012	VI Complaint -Call Procedure	5/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00254470	5/10/2012	VI Complaint - Professional Skills	5/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00254636	5/10/2012	VI Complaint - Professional Skills	5/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00254660	5/10/2012	VI Complaint - Call Procedure	5/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00254692	5/10/2012	VI Complaint - Call Procedure	5/10/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00254749	5/10/2012	VI Complaint - Call Procedure	5/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00254867	5/11/2012	VI Complaint - Professional Skills	5/11/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00254947	5/11/2012	VI Complaint - Professional Skills	5/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00255080	5/13/2012	Service complaint - VRS hold time	5/16/2012	Forward feedback to operations to ensure adequate staffing for VRS
00255081	5/13/2012	Service complaint - VRS hold time	5/16/2012	Forward feedback to operations to ensure adequate staffing for VRS
00255086	5/13/2012	VI Complaint - Professional Skills	5/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00255116	5/14/2012	Service complaint - VRS hold time	5/16/2012	Forward feedback to operations to ensure adequate staffing for VRS
00255183	5/14/2012	Service complaint - VRS hold time	5/15/2012	Forward feedback to operations to ensure adequate staffing for VRS
00255150	5/14/2012	VI Complaint - Call Procedure	5/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00255161	5/14/2012	VI Complaint - Professional Skills	5/14/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00255188	5/14/2012	VI Complaint - Call Procedure	5/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00255227	5/14/2012	VI Complaint - Professional Skills	5/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00255231	5/14/2012	VI Complaint - Professional Skills	5/15/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00255302	5/15/2012	Service complaint - VRS hold time	5/16/2012	Forward feedback to operations to ensure adequate staffing for VRS
00255377	5/15/2012	VI Complaint - Call Procedure	5/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00255363	5/15/2012	VI Complaint - Professional Skills	5/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00255422	5/15/2012	VI Complaint - Interpreter Skill	5/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00255423	5/15/2012	VI Complaint - Professional Skills	5/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00255467	5/15/2012	VI Complaint - Call Procedure	5/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00255541	5/16/2012	Service complaint - VRS hold time	5/16/2012	Forward feedback to operations to ensure adequate staffing for VRS
00255588	5/16/2012	VI Complaint - Professional Skills	5/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00255586	5/16/2012	VI Complaint - Call Procedure	5/16/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00255663	5/16/2012	VI Complaint -Interpreter Skill	5/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00255845	5/17/2012	Service complaint - VRS hold time	5/20/2012	Forward feedback to operations to ensure adequate staffing for VRS
00255756	5/17/2012	VI Complaint - Call Procedure	5/21/2012	Forward general feedback to operations
00255770	5/17/2012	Service complaint - Technical issue	5/17/2012	Customer Care technician resolved
00255719	5/17/2012	VI Complaint - Professional Skills	5/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00255717	5/17/2012	VI Complaint - Call Procedure	5/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00255840	5/17/2012	VI Complaint - Call Procedure	5/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00255867	5/17/2012	VI Complaint - Professional Skills	5/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00256030	5/18/2012	VI Complaint - Professional Skills	6/11/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00255901	5/18/2012	VI Complaint - Call Procedure	5/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00255941	5/18/2012	VI Complaint - Professional Skills	5/18/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00255983	5/18/2012	VI Complaint - Call Procedure	5/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00256084	5/19/2012	VI Complaint - Call Procedure	5/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00256139	5/20/2012	VI Complaint - Interpreter Skill	5/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00256257	5/21/2012	Service complaint - VRS hold time	5/25/2012	Forward feedback to operations to ensure adequate staffing for VRS
00256240	5/21/2012	VI Complaint - Interpreter Skill	5/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00256260	5/21/2012	VI Complaint - Interpreter Skill	5/22/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00256367	5/22/2012	Service complaint - VRS hold time	5/22/2012	Forward feedback to operations to ensure adequate staffing for VRS
00256537	5/22/2012	Service complaint - Technical issue	6/13/2012	Elevated to Technical Support Specialist for further review - Known issue due to new platform
00256431	5/22/2012	VI Complaint - Call Procedure	5/29/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00256448	5/22/2012	VI Complaint - Call Procedure	5/25/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00256470	5/22/2012	VI Complaint - Professional Skills	5/25/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00256554	5/22/2012	VI Complaint - Call Procedure	5/30/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00256775	5/24/2012	Service complaint - VRS hold time	6/1/2012	Forward feedback to operations to ensure adequate staffing for VRS
00256766	5/24/2012	VI Complaint - Professional Skills	5/29/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00256804	5/24/2012	VI Complaint - Call Procedure	5/30/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00256839	5/24/2012	VI Complaint - Professional Skills	5/30/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00256848	5/24/2012	VI Complaint - Professional Skills	5/30/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00256895	5/25/2012	VI Complaint - Call Procedure	5/25/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00256889	5/25/2012	VI Complaint - Professional Skills	5/30/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00256909	5/25/2012	VI Complaint - Call Procedure	5/29/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00256944	5/25/2012	VI Complaint - Call Procedure	5/30/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00256995	5/25/2012	VI Complaint - Call Procedure	5/30/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00257008	5/26/2012	VI Complaint - Call Procedure	5/30/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00257087	5/27/2012	VI Complaint - Professional Skills	5/30/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback

00257200	5/29/2012	VI Complaint - Professional Skills	5/30/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00257269	5/29/2012	VI Complaint - Professional Skills	5/30/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00257410	5/30/2012	Service complaint - Technical issue	5/30/2012	Customer Care technician resolved
00257475	5/30/2012	VI Complaint - Professional Skills	6/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00257520	5/30/2012	VI Complaint - Professional Skills	5/31/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00257609	5/31/2012	VI Complaint - Call Procedure	6/6/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00257625	5/31/2012	VI Complaint - Call Procedure	6/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00257626	5/31/2012	VI Complaint - Professional Skills	6/1/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback
00257714	5/31/2012	VI Complaint - Call Procedure	6/2/2012	Complaint documented, acknowledged, and sent to Ops for review and VI feedback