

# CUSTOMER COMPLAINT PROCESS

## TIER 1

1st Contact Resolution

Project BRAVO is committed to being responsive to the needs and concerns of our customers and to resolving your complaint as quickly as possible. Contact your caseworker who will work with you to find resolution. If you do not have their contact information, you may contact the Executive Assistant at (915) 562-4100 x114 or [contact@projectbravo.org](mailto:contact@projectbravo.org) and they will direct you to the proper individual.

## TIER 2

Department Review

If your caseworker's cannot resolve your complaint, you can request an intervention by the center's supervisor or the department manager. The supervisor/manager will then investigate your complaint and inform you of our findings. Project BRAVO services funded by government and private funders, therefore any solution must adhere to rules imposed by the funding entity.

## TIER 3

Investigation

If you indicate you are not satisfied with the outcome of the investigation you may escalate your complain to the corresponding department's manager. The manager will then attempt to resolve the matter in adherence to the rules imposed by the government/private funding agency and/or Project BRAVO written policies. The Executive Director may assist in a resolution for complaints where guidance from funders is not clear or Project BRAVO policies may have been violated.

## TIER 4

External Review

If you are not satisfied with the outcome of Project BRAVO's review, you can refer your complaint to the relevant state authority and/or funder. You have the right to make a complaint direct to your respective state consumer affairs agency, state authority, and/or funder at any time throughout the complaint handling process.

### Complaint Received

Within 1-3 business days of receiving your complaint we will acknowledge receipt of your complaint.

### Department Review

Within 5-10 business days of escalating your complaint, a supervisor and/or manager will contact you to find resolution.

### 1st Contact Resolution

Our staff are empowered to resolve complaints, wherever possible, at first contact. We may contact you for additional information and to find resolution.

### Investigation

If your complaint is not resolved, please allow an additional 3-5 business days for the department manager and/or Executive Director to contact you, review additional information, and consider further action.



# CUSTOMER COMPLAINT POLICY

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## OBJECTIVE

Project BRAVO seeks to maintain and enhance our reputation of providing customers with high quality service. We value complaints as they assist us to improve our programs, services and customer service.

Project BRAVO is committed to being responsive to the needs and concerns of our customers or potential customers and to resolving complaints as quickly as possible.

This policy has been designed to provide guidance to staff and customers on the manner in which Project BRAVO receives and manages complaints. We are committed to being consistent, fair and impartial when handling complaints.

## DEFINITION

In this policy a complaint means an expression of dissatisfaction by a customer relating to programs, services, customer service, operations, facilities, and other customer experiences provided by Project BRAVO.

## SUBMITTING A COMPLAINT

If you are dissatisfied with a service provided by Project BRAVO, you should in the first instance consider speaking directly with the staff member/s you have been working with. If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns you can submit a complaint with us in one of the following ways:

- By completing a client satisfaction survey and providing contact information with your survey response {insert web address}
- By contacting your caseworker or Community Center by following the instructions on our phone menu
- By contacting the Executive Assistant at (915) 562-4100 ext. 114
- By emailing us at [contact@projectbravo.org](mailto:contact@projectbravo.org)
- In person by speaking to any of our Community Center staff
- Or by sending a letter in the mail to Project BRAVO, Attn: Executive Assistant, 2000 Texas Ave. El Paso, TX, 79901

*\*If we receive your complaint verbally, we may ask you to put your complaint in writing.*

## COMPLAINT INFORMATION

When we are investigating your complaint we will be relying on information provided by the customer and information we may already have on file. We may need to contact the customer to clarify details or request additional information where necessary. To help us investigate the customer's complaint quickly and efficiently we will ask for the following information:

- Customer name and contact details
- The name of the staff member the customer has been working with
- If applicable, the day and time the incident occurred
- The nature of the complaint
- Details of any steps the customer and staff member have taken to resolve the complaint
- Details of conversations the customer may have had with us that may be relevant to the complaint
- Copies of any documentation which supports the complaint.

# CUSTOMER COMPLAINT POLICY

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## RECORDING COMPLAINTS

When taking a complaint, staff member's must record the customer's name and contact details. We will also record all details of the complaint including the facts and the cause/s of the customer's complaint, the outcome and any actions taken following the investigation of the complaint. We will also record all dates and times relating to actions taken to resolve the complaint and communications between Project BRAVO and the customer.

As part of our ongoing improvement plan, complaints will be monitored for any identifying trends by management and rectification/remedial action taken to mitigate any identified issues. All complaints will be recorded in the client database system. The customer's personal details will actively be protected from disclosure, unless the client expressly consents to its disclosure. When a client complains to a funder or governmental entity, such as the Texas Department of Housing & Community Affairs (TDHCA), Project BRAVO reserves the right to disclose personal details to the agency to allow the funder or government entity to fully investigate the complaint.

## COMPLAINTS ABOUT EMPLOYEES

If a customer complains about a member of our staff, we will treat the customer's complaint confidentially and impartially. We will investigate the complaint thoroughly by finding out the relevant facts, speaking with the relevant people, and verifying explanations where possible. Due to Human Resource confidentiality policies, clients may not receive information about disciplinary actions that may be taken. We will also treat our staff member objectively by:

- Informing them of any complaint about their performance
- Providing them with an opportunity to explain the circumstances
- Providing them with appropriate training
- Updating them on the complaint investigation and the result.

## COMPLAINTS UNDER INVESTIGATION BY A REGULATOR, LAW ENFORCEMENT, LOCAL OR STATE AUTHORITY, AND PROGRAM FUNDER

If the customer's complaint is currently being investigated by a relevant federal, state or territory consumer protection regulator, law enforcement agency, other local or state authority, and/or a program funder, we may cease to take further action in relation to the complaint pending the final review and outcome of their investigation. We will assist the agency with their investigations to the fullest extent possible.