

The BLURB

Blurb #50:
Addressing Customer
Concerns

An Important Reminder

Case managers and supervisors must enter concerns whenever clients or DTA stakeholders:

- state they want to file a complaint;
- raise concerns about DTA services, programs or how they have been treated; or
- express displeasure about DTA policies and procedures.

All concerns, information requests and questions received by DTA that are not easily answered must be entered.

Here's why:

Concerns and complaints entered into the Customer Concerns tab in BEACON provide a database for DTA management to review and make decisions about improvements to business processes and customer service.

For step by step guide on how to document customer concerns and complaints follow this online guide link

http://webapps.ehs.state.ma.us/DTA/PolicyOnline/!SSL!/WebHelp/X_Prog/Customer_Concerns/Customer_Concerns_Pages.htm