



*Commonwealth of Massachusetts*  
*Executive Office of Health and Human Services*  
*Department of Transitional Assistance*

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Secretary

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Commissioner

**Online Guide Transmittal 2016-3**  
**January 29, 2016**

**To:** Department of Transitional Assistance Staff  
**From:** Anne O'Sullivan, Assistant Commissioner for Change Management  
**Re:** Cross Programs: Customer Concerns Pages

**Overview**

The Customer Concerns pages in BEACON are used to document the details of complaints and concerns filed by applicants, clients, family members, and other stakeholders. DTA staff must document all complaints. Records of complaints are tracked using a user-specific view in the My Office tab in BEACON. All concerns must be resolved within three business days. Once resolved, concerns must be dispositioned with an applicable reason and the outcome must be notated. Reports are generated and analyzed to determine whether there is a pattern of concerns that can be addressed.

Effective with BEACON Build 48.2, deployed on January 4, 2016, the Department modified the Customer Concerns pages to provide users with conditional dropdown lists based on selection and added and removed fields to permit smoother page navigation. These changes were implemented to enhance reporting data.

**Purpose**

This Online Guide transmittal informs all staff of the:

- purpose of the Customer Concerns views on the My Office tab;
- use of data that is gathered through the Customer Concerns pages; and
- requirement to accept, document, and resolve all complaints.

**New BEACON  
Online  
Guide Page**

**Topic:** Cross Programs  
**Book:** Customer Concerns  
**Page:** Customer Concerns

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**Deleted BEACON  
Online Guide  
Page**

**Topic:** EAEDC  
**Book:** Basic Case Activities & Maintenance  
**Chapter:** Views  
**Page:** Customer Concern Views

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**Questions**

If you have any questions, please email the DTA Mailbox.  
Systems questions should be directed to the Systems Support Help Desk.

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