

MWSS RO-OPP-051-01
POLICIES, PROCEDURES AND GUIDELINES IN THE MANAGEMENT OF
COMPLAINTS
BOT Res. No. 39 – 2000 dtd February 3, 2012
Customer Service Regulation Area

MANAGEMENT OF CUSTOMER COMPLAINTS

RATIONALE

As defined in the Concession Agreement, the Regulatory Office is tasked to monitor and enforce standards of service to Customers and respond to complaints or representations received from Customers and other interested groups, subject to the service standard of *giving prompt responses to Customer inquiries and complaints* (Article 5.4 i and Exhibit A of the Concession Agreement).

GENERAL POLICY

The MWSS-RO shall see to it that all representations from customers received by/ endorsed to this office shall be channeled to the concerned concessionaire and monitor its progress towards its resolution. This office will also assure that these complaints are resolved within the shortest and reasonable period of time to the complete satisfaction of the customer/s concerned.

POLICY GUIDELINES:

The following policy guidelines shall govern the management of complaints by the officials and staff of the Customer Service Regulation (CSR) of the MWSS- Regulatory Office (MWSS-RO).

1. New Complaints – All new complaints are to be reported directly to the Concessionaires concerned, being the implementing office.
2. Complaints to be Handled by the **MWSS-RO**
 - 2.1. In certain cases, however, there are complaints which shall be received and managed by the MWSS-RO. These complaints may fall under one or more of the following categories:
 - 2.1.1 Complaints not acted upon by the Concessionaire.
 - 2.1.2 Complaints acted upon but not resolved by the Concessionaire.
 - 2.1.3. Complaints considered resolved by the Concessionaire but where the complainant is not fully satisfied.
 - 2.1.4. Recurring complaints (where the MWSS-RO is not fully satisfied).
 - 2.1.5. Complaints affecting a large number of customers specifically those lodged by representations and petitions of the affected customers.
 - 2.1.6. Phone-in complaints, Walk-in complaints, & written complaints addressed to / copy furnished to the MWSS-RO and complaints featured in trimedia (newspaper, radio, TV) which have not been acted upon or resolved by the Concessionaire.

3. Aging of Complaints

- 3.1 For monitoring purposes (pursuant to Article 5.4.i. of the Concession Agreement), the aging of all complaints formally endorsed to the Concessionaire shall be determined. This will serve to gauge the quality of their service performance.
- 3.2. Aging of complaints will be based on resolution time, not on the reaction time.
- 3.3. For this purpose, resolution time is the length of time (no. of days) it takes the Concessionaire to resolve a complaint from the date it is received from the MWSS-RO.

4. Feedback to the MWSS-RO

- 4.1. For purposes of determining and updating complaints status, the following sources of feedback from the Concessionaires shall be considered by the MWSS-RO:
 - a) Written feedback – specify the date complaints were resolved
 - b) Phone-in feedback from the concerned Call Center
 - c) Phone-in feedback from the concerned implementing unit (Sector Office or Branch Office)
 - d) Advance copy of written feedback
 - e) Feedback from the complainant (phone-in, personal, written)
- 4.2. For verification purposes, particularly on resolved complaints, the MWSS-RO may require additional information from the Concessionaires such as the following:
 - a) Investigation report
 - b) Job order
 - c) Summary of actions taken
 - d) Etc.
- 4.3. For consistency and proper protocol, the MWSS-RO expects that all **written endorsements** of complaints to the Concessionaire be **answered by a written feedback**.

5. Resolution of Complaints

- 5.1. The MWSS-RO will only consider a complaint as resolved if any of the following conditions are satisfied:
 - a) A written feedback is received.
 - b) The complainant has confirmed the resolution and expressed his satisfaction personally, thru phone and/or thru written feedback.
 - c) The resolution of the complaint was determined through field verification.

6. Classification of Complaints

6.1 The MWSS-RO shall classify the customer complaints into the following groupings:

- a) Application / Service Connections
- b) Billing
- c) Meter/Metering-related
- d) Water Supply / Quantity(e.g. No Water)
- e) Illegal Connections
- f) Sewer / Wastewater
- g) Water Quality(e.g. Dirty Water)
- h) Open Excavations / Restorations
- i) Leaks
- j) Illegal Water Withdrawal
- k) Others

6.2. Complaints which are related to application, billing, and meters and people's organizations will be handled by the Metering Efficiency Department (MED). The rest will be handled by the Complaints Services Monitoring Department (CSMD).

7. Disputes/Disagreements

Should there be any dispute or disagreement between the Concessionaire and the customer and further investigation of the MWSS-RO supports the claims of the customer, the case shall be elevated to the Executive Committee (EXECOM) for appropriate action.

STANDARD OPERATING PROCEDURES

I. RECEIVING AND ENDORSEMENT OF COMPLAINTS

WORK FLOW

OFFICE	ACTIVITY
Complaints Services Monitoring Department (CSMD)	<ul style="list-style-type: none"> • Receives complaint from customer through phone • Gives contact number of Call Center of Concessionaire to customer and advice to follow-up after 2-15 days • Fills up Customer Contact Form partially (“Report Details” & “Contact Details”) • For new complaints <ol style="list-style-type: none"> 1. Assigns a reference number 2. Reports complaint to Call Center through phone 3. Fills up Customer Contact Form completely (“Initial Action”) 4. Enters customer contact information into the Customer Contacts Database System (CCDS) 5. Files completed Customer Contact Form 6. Coordinates with regulation area concerned, if applicable. If complaint is not related to billing, application and metering, check if there’s a need for further investigation. <p style="margin-left: 20px;">If there’s no need for further investigation:</p> <ol style="list-style-type: none"> 1. Generates endorsement letter 2. Sends letter to Concessionaire 3. Files receiving copy of letter with completed Customer Contact Form <p style="margin-left: 20px;">If there’s a need for further investigation:</p> <ol style="list-style-type: none"> 1. Conducts field investigation/verification 2. Generates endorsement letter with field findings 3. Sends letter to Concessionaire • For complaints related to billing application and metering, endorse to MED. • For old complaints, follow the Complaints Status Monitoring Procedures.

II. COMPLAINTS STATUS MONITORING

WORK FLOW

Office	Activity/Task
Complainant	<ul style="list-style-type: none"> Complainant follows-up action taken/status of complaints after 2 to 15 days depending on the severity of problem/complaint.
Complaints Services Monitoring Department (CSMD)	<ul style="list-style-type: none"> Receives follow-up/feedback from complainant. For unresolved complaints - follows progress of action taken after 2 to 15 days either through: <ul style="list-style-type: none"> Phone – inquires from call center on the status/action taken on complaints and/or inquires on complainant whether complaints have been attended to. Letter – sends tracer on the letter forwarded by RO to the Concessionaire and require them to provide RO and customer affected with the feedback/status/action taken on the complaint. Schedules/conducts meeting among Concessionaires, complainants and MWSS-RO. Schedules resolved and unresolved complaints for actual and post site verification/inspection. Submits reports on the findings/status of complaints after conducting site verification/inspection (this activity is to be conducted depending on the severity of problem). Receives feedback letters (action taken/status) from concessionaires for necessary updates and filing. <u>Customer Contact Database System</u> and file copy of letters are updated based on feedback/action taken received either from the concessionaire or complainant. Provides complainant with action taken either thru letter, phone or actual site visit. Submits reports on the status and number of acted and unacted complaints to the DA/DM regularly twice a month.

III. COMPLAINTS FEEDBACK

WORK FLOW

Office	Activity/Task
Complainant	<ul style="list-style-type: none"> Receives feedback from Concessionaire or RO.
Complaints Services Monitoring Department (CSMD)	<ul style="list-style-type: none"> Receives feedback letters (action taken/ status) from concessionaires for necessary updates and filing. Schedules resolved complaints for actual and post site verification and completion of the Complaints Field Verification Report (Form 3). Provides complainant with action taken either by letter or phone. <u>Customer Contact Database System</u> and file copy of letters are updated based on feedback received. Submits reports to the DA/DM the status and number of acted complaints regularly (twice a week). Logs-in final status of complaints to the <u>Customer Contact Database System</u>.