

CUSTOMER SERVICE FEEDBACK

PURPOSE: Use this spreadsheet to:

- track customer service feedback for all programs;
- identify trends; and
- create any needed corrective action plans (CAP).

DISPOSITION: Each quarter, provide a copy of the most recent log to the Food Stamp Program and Policy Unit at ColeFSPolicy@dss.mo.gov.

INSTRUCTIONS FOR COMPLETION: The Customer Service Feedback spreadsheet is completed using the electronic version provided.

TYPE OF FEEDBACK: Select the type of feedback using the codes 1-6 as listed below.

1. Processing timeliness
2. Phone calls are not returned
3. Behavior/attitude of staff
4. Info not being shared
5. Refused application
6. Positive feedback

DATE OF FEEDBACK: Enter the date the feedback is received from the individual providing feedback.

LAST NAME: Enter the last name of the individual providing feedback.

ES: Enter the name of the eligibility specialist the feedback is regarding.

SUMMARY OF FEEDBACK: Enter a brief summary of the feedback provided.

RESOLUTION: Enter Pending (P), Resolved (R), or Unfounded (U) and the date.

An example is provided on line 2 of the Customer Service Feedback spreadsheet.

EXAMPLE: Ms. Lovegood called the office on October 5, 2007. She notified the Supervisor Mr. Potter that when she had previously been talking to Ms. Granger, that Ms. Granger became angry with her and hung up. Mr. Potter recorded the information, using feedback type code 3 – behavior/attitude of staff. Mr. Potter had a conversation with Ms. Granger and with her fellow co-workers. In this case, Mr. Potter found that the

feedback was unfounded and recorded a U in the last column and the date he learned it was unfounded.