

NORTH HERO WATER DEPARTMENT
CUSTOMER COMPLAINT POLICY

INTRODUCTION

North Hero Water Department is a full service water supply system. It is a public organization. The Town of North Hero, Vermont under the authority of the Selectboard and with approval of a majority of the registered voters has constructed and operates a public community water system, which serves the residents and businesses of the Town. The Selectboard, as the elected officials of the municipality shall have final authority over all aspects of the system except as delegated below and amended from time to time.

The Selectboard shall appoint a five-member Board of Water Commissioners. The Commissioners shall serve three-year terms with the term's set to expire so as to maintain a reasonable continuity of experience. The Commissioners shall in turn appoint/hire necessary water system staff including but not limited to a treatment plant operator and a clerk.

CUSTOMER SERVICE

It is the policy and the goal of the North Hero Water Department to keep all customers and voters informed about matters of the water system through the use of public meetings, announcements in local newspapers and posted at public places in community, Annual Reports to the officers, and occasionally by newsletter. However, it is inevitable that not all customers and voters are in fact aware of all matters. There are also some incidents, such as a leak in the water pipe requiring interruption of service or other actions that result in customer inquiries or complaints. Except in the case of an emergency the North Hero Water Department will make an effort to inform the customers of interruptions of service. Therefore, this policy is adopted to guide the appropriate persons in registering, handling and documenting complaints.

STEPS IN HANDLING COMPLAINTS

The following steps are to be taken by any North Hero Water Department official who receives a complaint from any source.

1. Listen without interruption. Take notes of the complaint as the problem is being described and or use the customer complaint form.
2. Ask questions to clarify the problem if necessary.
3. Determine who should respond, and advise the person who should respond and why. If you are not able to do so, refer the matter to the North Hero Water Board. Avoid having the person call around to different people.

Refer the matter to the appropriate person, and be sure to provide written notes or the complaint form.

Follow up to ensure customer satisfaction. If the customer is not satisfied with action taken or results the following contacts should be provided to the customer:

- a. Contact North Hero Water Board, 802-372-6926
- b. Contact local Health Officer or State Health Department, 802-372-6926
- c. Contact the Water Supply Division, 1-800-823-6500.

6. In all cases be sure the complaint form is properly filled out with all pertinent information to be kept on file.

DOCUMENTATION

Many routine questions and minor complaints can be resolved promptly, and there is no need for documentation. If there is a major complaint or concern it is important to record the nature of the complaint and the results of any action taken on the customer complaint form. If the problem is of a serious nature or requires action by the North Hero Water Board, it should be noted on the record of meetings of the North Hero Water Board.

DISSEMINATION

This policy is to be provided to all officers, contractors and others who may be in a position to receive inquiries, questions, or complaints regarding the water system. It should be reviewed annually at the annual meeting, and updated or amended as appropriate.

Adopted date here

Town of North Hero Water Department

Customer Complaint Form

Date/ Time: _____

Customer Name: _____

Address/Location: _____ Phone: _____

Form filled out by: _____ Title: _____

NATURE OF COMPLAINT

ACTION TAKEN

Fill out what is necessary

Site Visit: _____ Date/time _____

Water Quality at time of Complaint: _____
(Ph, Chlorine Residual, etc)

Work performed: _____

Other: _____

FOLLOW-UP COMMENTS
