

COLONIAL ESTATES HOMEOWNERS ASSOCIATION CUSTOMER COMPLAINT POLICY

INTRODUCTION

Colonial Estates Water System is a full service water supply system. Officers of the Colonial Estates Homeowners Association are elected at annual meetings, and voters make most major decisions at the time or at special meetings. A Board of Trustees consisting of (5) members is primarily responsible for the operation of the water system. Other officers are elected for the duties of president, treasurer, and secretary. A Contracted Certified Water Operator is used for the operation of the system under the direction of the Board of Trustees. Other contractors are used from time to time for services since there are no employees. Records are audited annually, and an Annual Report is provided the officers.

CUSTOMER SERVICE

It is the policy and the goal of the Colonial Estates Water System to keep all customers and voters informed about matters of the water system through the use of public meetings, 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 Colonial Estates Homeowners Association 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 Colonial Estates Homeowners Association official or Contracted Certified Water Operator 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 Board of Trustees. Avoid having the person call around to different people.
4. Refer the matter to the appropriate person, and be sure to provide written notes or the complaint form.
5. 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 President
 - b. Contact Contracted Certified Water Operator
 - c. Contact local Health Officer or State Health Department.
 - d. Contact the Water Supply Division, 1-800-823-6500.
 - e. Contact Dept. of Public Service, Consumer Affairs & Public Information:
1-800-622-4496
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 problems is of a serious nature or requires action by the Board of Trustees, it should be noted on the record of meetings of the Board of Trustees.

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 04/12/2005

COLONIAL ESTATES WATER SYSTEM

CUSTOMER COMPLAINT FORM

Date/Time: _____

Customer Name: _____

Address/Location: _____ Phone: _____

Form filed out by: _____ Phone: _____

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
