

 <p style="text-align: center;">Handling Complaints Doe Mountain Recreation Area (DMRA)</p>	PROCEDURE
	Effective Date: 07-01-2020
Approved By: _____	First Issue Date: 07-01-2020 Review/Revised:
DMRA Board Chairman	
SUBJECT: Handling complaints from park visitors and the general public.	

Attachment: Customer Complaint Form

I. RESPONSIBLE OFFICE

The Doe Mountain Recreation Authority Board (DMRA Board) is responsible for overseeing this Handling Complaints Procedure.

II. PURPOSE

The purpose of this written procedure is to establish a system for handling complaints from park visitors and the general public.

III. BACKGROUND

This procedure establishes specific procedures for handling complaints and gives directions for the effective follow-up by management. The DMRA Executive Director (DMRA ED) and his/her employees shall follow this policy for all complaints, once written. Anyone who willfully removes a written complaint from this process could be subject to disciplinary action by the DMRA Board.

IV. DISCLAIMER

The guidelines under this procedure are a basis for internal administrative review and guidance only. They are not intended to, do not, and may not be relied upon to create any substantive or procedural rights.

V. SCOPE

Doe Mountain Recreation Area, Johnson County, Tennessee.

VI. AUTHORITY

Tennessee Code Annotated § 11-25-103

VII. PROCEDURES

A. DMRA ED and his/her employees shall follow specific steps in the discussion of a complaint with a park visitor or member of the general public:

1. Listen empathetically and kindly to the park visitor or member of the public and allow the person to relay the complaint.
2. Ask for and write down complete details of the complaint on the complaint form. Write down as many details about the complaint as possible: names of persons involved, dates and times, what, who, when, where, why, and how in order to obtain as much information as possible. If the person is requesting a refund of fees, be sure to include this on the complaint form. When something is not clear, ask questions.
3. Indicate that the complaint is understood and read the complaint back to the person if necessary.
4. Openly present the park's position. If there is a written procedure, policy, or regulation causing the complaint, try to explain the DMRA Board's position and the reason behind the position.
5. Try to reach an agreement on specific action. If the complaint involves established policies and procedures, the DMRA ED may agree to pass the complaint on to a higher authority with a request that the policy or procedure be reviewed. If the complaint involves an employee of the park, the DMRA ED has the authority to investigate the alleged action of the employee.
6. Thank the park visitor or member of the general public for bringing the complaint to attention, regardless of how the person is behaving. If the person requests a response to their complaint, be sure to indicate this on the complaint form.

B. RECEIVED BY KEY PERSONNEL - Complaints are to be received by the DMRA ED whenever possible. However, other park employees should also be trained to receive complaints, in the event that the DMRA ED is not immediately available to handle the complaint.

C. FORM FILLED OUT BY DMRA STAFF - The person bringing the complaint DOES NOT fill out the form.

D. SIGNATURES - The DMRA employee receiving the complaint will sign the form and include the date and time of day when the complaint was received.

E. REVIEW – The DMRA ED will review every complaint received. There is room on the reverse side of the form for information obtained during the review. Any written statements given during the review will be attached to the report. The DMRA ED will also sign, date and fill in the time of day, if s/he did not receive the complaint first, once his/her review of the complaint is complete.

F. ACTION TAKEN - Whatever action the DMRA ED takes or recommends will be placed on the back of the complaint form. The DMRA ED may elect to forward the complaint to the Executive Committee of the DMRA Board for further consideration and/or action. All complaint forms will be kept on file at the park for a period of three years.

DRAFT



DOE MOUNTAIN RECREATION AREA CUSTOMER COMPLAINT FORM

STEPS IN HANDLING CUSTOMER COMPLAINTS:

1. Listen empathetically to the customer.
2. Ask for and write down the complete details of the complaint.
3. Indicate that you understand the customer's complaint.
4. Openly present the park's position.
5. Try to reach an agreement on specific future action.
6. Thank the customer for bringing the complaint to your attention.

WRITE DOWN THE COMPLETE DETAILS OF THE COMPLAINT:

CUSTOMER'S NAME: _____

CUSTOMER'S ADDRESS: _____

CUSTOMER'S PHONE NUMBER: _____

CUSTOMER EMAIL ADDRESS: _____

NATURE OF COMPLAINT: _____

Complaint Details Taken By: _____

Date: ____ / ____ / ____

Time: _____

(SEE REVERSE SIDE FOR REVIEW AND ACTIONS TAKEN)

DRAFT

REVIEW OF COMPLAINT:

Review Completed By: _____

Date: ____ / ____ / ____

Time: _____

ACTION TAKEN TO CORRECT AND/OR RESPOND TO COMPLAINT:

DMRA Executive Director Signature: _____

Date: ____ / ____ / ____

Copy to: Park Files