



# SERVICE COMPLAINT FORM

FOR USE WITH SERVICE COMPLAINT POLICY PROCEDURES

## COMPLAINANT INFORMATION

Name:	
Address:	
Home Phone #:	
Cell Phone #:	
E-mail:	
Best Way to Contact You (Choose <u>One</u> ): <input type="checkbox"/> Call My Home <input type="checkbox"/> Call My Cell <input type="checkbox"/> E-mail	

## COMPLAINT INFORMATION

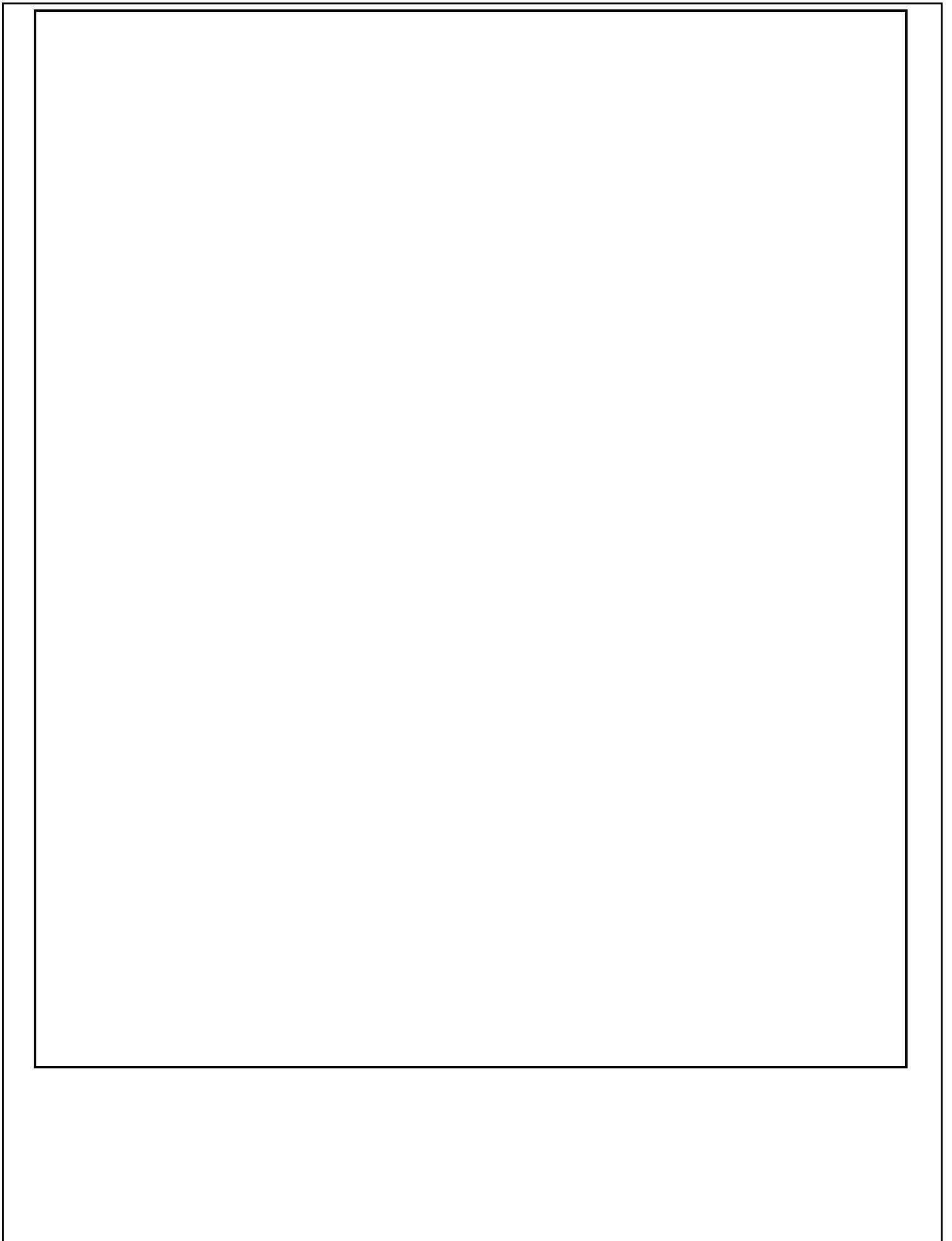
My Service Complaint is in reference to (check all that apply):

- the quality of service provided by MCA—as an organization and by its employees
- the violation of MCA policies or procedures in delivering service
- any action, or lack of action, by a MCA employee with regard to service delivery
- inappropriate behavior displayed by a MCA employee while delivering service

**NOTE:** For greater certainty, the inappropriate behavior referred to here does not include behavior that is covered within the Respect in the Workplace Policy, specifically: bullying, discrimination, harassment, sexual harassment, and workplace violence.

Date incident occurred that is the subject of this Service Complaint: \_\_\_\_\_

What happened to cause you to be dissatisfied? Please describe the nature of your Service Complaint in detail and be sure to include the name of any individuals involved as well as any potential witnesses to the incident. **NOTE:** Please feel free to attach copies of any additional documentation in support of your Service Complaint.



Please describe how what happened has affected you:

What actions have you taken to deal with the issue that is the subject of this Service Complaint?

What do you hope will happen as a result of this Service Complaint? What actions would satisfy you in resolving this Service Complaint?

### DECLARATION

*I certify that the information provided is true, correct, and complete to the best of my knowledge and belief. I understand that MCA may disclose this information to the persons involved in order to review this matter and/or otherwise resolve my Service Complaint.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**NOTE: Your Service Complaint cannot be dealt with unless you have signed this declaration.**