

Document 1.1: Comprehensive Consumer Complaint Handling & Escalation SOP

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1.0 PURPOSE AND SCOPE This Standard Operating Procedure (SOP) outlines the mandatory legal requirements for handling consumer grievances within the telecommunications sector as of the 2025 regulatory update. This policy applies to all front-line Customer Support Agents (CSAs), Team Leads, and the specialized Office of the President.

2.0 DEFINITION OF A GRIEVANCE A grievance is defined as any expression of dissatisfaction by a customer regarding a service, bill, or interaction that has not been resolved to their satisfaction during the initial contact.

3.0 THE MANDATORY THREE-STEP ESCALATION LADDER

- **3.1 Level 1 (Front-line Resolution):** The agent must make every reasonable effort to resolve the issue using approved credits (up to \$50.00) or technical troubleshooting.
- **3.2 Level 2 (Management Review):** If the customer explicitly requests an "escalation" or a "manager," the agent must initiate a warm transfer to a Team Lead or Supervisor.
- **3.3 Level 3 (Final Internal Review):** Unresolved cases are sent to the Office of the President. A case is considered "Final" if a formal resolution offer has been emailed to the customer.

4.0 STATUTORY DISCLOSURE OF EXTERNAL RECOURSE (CCTS) Under the 2025 Service Provider Requirements, if a customer remains dissatisfied after a "Final Internal Review" offer, or if the complaint remains open for more than **48 business hours**, agents are **legally required** to provide the following statement verbatim:

"If we have been unable to reach a satisfactory resolution, you have the right to take your complaint to the Commissioner for Complaints for Telecommunications Services (CCTS). The CCTS is an independent agency that helps resolve disputes between consumers and service providers."

5.0 EXTERNAL CONTACT INFORMATION

- **Website:** www.ccts-cprst.ca
- **Toll-Free Phone:** 1-888-221-1687
- **TTY:** 1-877-782-2384