

Customer Service Issues or Complaints

At the time of the call the Associate or Rep will:

- Enter a CSI into the system documenting the issue or complaint

Following the call the Associate or Rep will:

- Then an email is sent to the LEAD to review the nature of the issue, determine best course of action following TPX Standards of Excellence, and follow up with the Patron immediately for resolution.
- If the LEAD is unable to assist with resolution or requires additional options for resolution the issue is forwarded to the Patron Services Manager or Director of Patron Services.
- The Manager or Director communicates with the Client (KCP, BWY, PBA, etc) through the Client Relations Coordinator to obtain more options for resolution if needed.
- The Manager contacts Patron to follow up and offer options for resolution.
- All complaints are addressed within 48 hours depending on the complexity of the concern.
- The outcome is recorded in the CSI and marked resolved. The Customer Service Issue is shared with the appropriate departments/clients.

Above is our TPX standard for Customer Service Issues or Complaints.

Just entering a CSI is not enough. You must email the issue to the LEAD for immediate investigation or resolution. Failure to do so will result in the Customer Service Issue falling through the cracks unresolved, thus providing that patron with poor customer service.