# Reporting Violations of “Customer Experience” Guidelines and Expectations

[Process](#_Toc187671020)

[Resolution Time](#_Toc187671021)

[Related Documents](#_Toc187671022)

**Description:** Instructions on how to provide a report when you witness or are being subjected to other colleagues not following procedure, rudeness, or refusal of assistance.

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| Process |

Perform the following steps when witnessing and/or being subjected to a violation of customer experience (rudeness, not following procedure, refusal of assistance, etc.):

Create and send an email to your Supervisor and include the following:

* Subject Line: “Securemail” <topic>
* Date
* Time
* Member ID (if available)
* Name of associate violating member experience
* Department where associate works
* Action that occurred

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| Resolution Time |

Calls will be monitored for follow up action by leadership team.

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| Related Documents |

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

**Parent Document:**  [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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