Complaint call (75%) or e-mail (25%) is received by LHD office(s)

Staff documents receipt of complaint using standards forms

Admin staff consults with inspectors; decide if inspection is warranted

If inspection is needed, staff schedules an appointment for inspection either at time of call or refers call to inspector based on nature of complaint

Schedule appointment; call or e-mail complainant to confirm appointment

Prepare for and Conduct Inspection

Based on inspection, issue violation orders

Conduct re-inspection to determine if violations have been corrected; complete all paperwork required

When complaint is resolved, & no further action is needed, admin staff complete forms, enter data, attach supporting documents, and file hard copies

Active cases stay on white board or desktop files

Closed cases are filed (paper and electronic) by street address and topic

If no inspection is needed, admin staff answers questions, researches information, sends resource materials via mail or e-mail to caller
Appendix 3: Northampton Health Dept/Quabbin Health District Root Cause Analysis: Improving Environmental Health through Prompt Response to Consumer Complaints and Consistent Customer Feedback

Problem:
Consumer complainants who are unclear or uninformed about local health department’s functions/roles and who are dissatisfied with the process to resolve environmental health issues

- Consumers lack knowledge of LHD functions and may be angry, worried about perceived violation
- Increased anxiety with delays
- Callers give incorrect site address
- Complainants don’t show up for appointments
- Complainants don’t leave a phone number for follow-up calls

Methods/Procedures

- Not keeping complainant informed
- Expertise to deal with complaint
- Need input from other staff
- No process for e-mail complaints (QHD)
- Time delay in calls that come in from other sites
- Key ‘gatekeeper’ staff members need time off

- Do not have standard information packets to give to complainants
- Lack some equipment when on-site
- Redundancy in paperwork, i.e., phone pads, forms, electronic databases, files
- Lack of software to create joint calendars of inspections scheduled
- Key ‘gatekeeper’ staff does not have own calendar

Materials/Equipment

- LHD not authorized to take desired action
- Verbal report of preliminary findings given to complainant when they may want a written report; the LHD current policy is that the written report is completed by staff and provided at a later time

People

- Consumers lack knowledge of LHD functions and may be angry, worried about perceived violation
- Increased anxiety with delays
- Callers give incorrect site address
- Complainants don’t show up for appointments
- Complainants don’t leave a phone number for follow-up calls

Policy

10/01/2010
### Appendix 4: Northampton Health Department and the Quabbin Health District Quality Improvement Project Data Results

<table>
<thead>
<tr>
<th>Health Department</th>
<th># of consumer complaints received from 10/15-11/10/2010</th>
<th># of complaints with a response (call, e-mail, appointment for inspection scheduled) within 48 hours</th>
<th># of complainants who received follow-up customer satisfaction surveys</th>
<th># of satisfactions surveys completed and submitted to LHD online or via hard copy/postcard</th>
<th>% of survey respondents who expressed increased knowledge of the functions of LHD</th>
<th>% of survey respondents who expressed satisfaction with the complaint process</th>
<th># of educational handouts (food; housing; nuisance) given to complainants:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quabbin Health District</td>
<td>9</td>
<td>9 of 9; 100%</td>
<td>7 of 9; 77%</td>
<td>Online: 0</td>
<td>1 of 1; 100%</td>
<td>1 of 1; 100%</td>
<td>Total of 7 (Food: 2 Nuisance: 2 Housing: 3)</td>
</tr>
<tr>
<td>Northampton Health Department</td>
<td>13</td>
<td>13 of 13; 100%</td>
<td>5 of 13; 38%</td>
<td>Online: 0</td>
<td>2 of 2; 100%</td>
<td>2 of 2; 100%</td>
<td>Total of 2 (data not collected on which categories)</td>
</tr>
<tr>
<td>Totals</td>
<td>22</td>
<td>22/22; 100%</td>
<td>2/22; 55%</td>
<td>3/12; 25%</td>
<td>3/3; 100%</td>
<td>3/3; 100%</td>
<td>9/22; 41%</td>
</tr>
</tbody>
</table>