MANAGING COMPLAINTS/ COMMENDATIONS (COM)

TripSpark's Complaints/Commendations module allows organizations to capture, track and respond to customer compliments, complaints, and other inquiries. Being fed through the feedback feature of Passenger Portal or logged at the call center level, workflows categorize each comment and create mandatory follow-up actions based on your standardization.

Complaints Screen

📍 KEY BENEFITS

- Improve customer service with timely responses with a thorough and well-documented investigation process
- Increase efficiency using an integrated database that links to relevant trips, providers, drivers, vehicles, and employees

- Ensure your services and personnel comply with organizational and industry standards and policies
- Reduce paper processes and manual errors, enhancing your reporting capabilities

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FEATURES

Complaint/Commendation Logging

- Automatically create a new case if using the customer feedback feature through Passenger Portal or create a new case and auto-populate call details (date and time logged, call taker, etc.) to create a case
- Attach electronic documents to a case
- Custom workflows follow an organization's current standard operating procedures
- Search and filter by many criteria including driver, client, trip, review status, etc. to easily create a case anywhere on a trip booking

System Tools and Configuration

- Customize screen layouts (location of fields, captions, colors, font styles, etc.) to suit your team and organization's specific workflows

- Protect confidentiality and PHI through screen and field-level security
- Determine system priorities and escalation levels, assigning users and due dates for resolution completion

Investigation Tracking

- Assign employees to be responsible for investigating cases
- Document the details of a member's or passenger's complaint or commendation
- Prioritize cases based on severity level and resolution times
- Track timing of each step in the investigation
- Record provider and driver feedback
- Record investigator's recommendations and resolutions

Manage Complaints

MOVING >> << TOGETHER

TripSpark Technologies is a transportation technology company focused on helping NEMT and healthcare transportation providers increase service and access to transportation, drive revenue, and overcome operational challenges. We are not just a vendor—we are your long-term strategic partner, offering the latest technologies and providing exceptional support.

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