

# 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*

Case Type:	General	Description:	This is a new complaint	Comment:	This is where you would enter information about the investigation
Category:	Otherwise not categorized	Title:	other		
Current State:	Under Review	Assignee:			
Title:	other	Priority:	Medium		
Assignee:		Case Id:	185597		
Priority:	Medium	Created By:	Admin		
Case Id:	185597	Created Date:	2022/08/09, 08:50:47		
Created By:	Admin	Modified By:	Admin		
Created Date:	2022/08/09, 08:50:47	Modified Date:	2022/11/10, 13:11:30		
Modified By:	Admin	Booking Id:	58095		
Modified Date:	2022/11/10, 13:11:30	Client Id:	Alejandro Sandoval		
Booking Id:	58095	Provider:			
Client Id:	Alejandro Sandoval				
Provider:					

## 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

## 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

The screenshot displays the 'Manage Complaints' interface. On the left, a form shows details for a case: Case Type (General), Category (Call Center did not schedule), Current State (Resolved), Title (no trip scheduled), Assignee (Admin), Priority (High), Case Id (185596), Created By (Admin), Created Date (2022/08/09, 08:48:25), Modified By (Admin), Modified Date (2022/08/09, 08:49:46), Booking Id, Client Id (MR. Gerardo Brock), and Provider. The main area shows the case description: 'was waiting for a trip and no one showed up found out trip was not scheduled in the system' and a comment: 'This is a new comment for resolution'. Below the form is a table with tabs for 'ALL', 'COMMENTS', and 'TRANSITIONS'. The 'TRANSITIONS' tab is active, showing a table with columns: User Name, New Value, Old Value, Change Time, Change Type, History Type, Duration, and Field Name. The table contains 6 records of transitions.

User Name	New Value	Old Value	Change Time	Change Type	History Type	Duration	Field Name
Admin			2022/08/09, 08:48:25	Insert			
Admin	Reported		2022/08/09, 08:48:25	Transition			
Admin	Resolved	Under Review	2022/08/09, 08:49:46	Transition		0	
Admin	Reviewed scheduled		2022/08/09, 08:49:46	Comment			
Admin	This is a new comment		2022/08/09, 08:49:46	Comment			
Admin	Under Review	Reported	2022/08/09, 08:49:46	Transition		0	

6 of 6 records

## 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.

[www.tripspark.com](http://www.tripspark.com) | [info@tripspark.com](mailto:info@tripspark.com)

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