



**BC Ferry Commission
MEMORANDUM 38**

To: Mr. Rob Clarke
Executive Vice President and
Chief Financial Officer, BCFS

From: Martin Crilly
BC Ferry Commissioner
Sheldon Stoilen
Deputy BC Ferry Commissioner

Date: September 9, 2010

**Section 45.2 of the Coastal Ferry Act:
Complaints Process**

As you are aware, section 45.2 of the Coastal Ferry Act came into force on June 24, 2010.

The Commission hereby requests BCFS to identify, by December 31 2010, the process that it intends to use to deal with customer complaints for the remainder of Performance Term Two.

The description should cover

- (a) the current complaint-handling process, together with
- (b) any changes intended to be made by the end of the performance term.

In the Commission's view, it is imperative that BCFS:

- respond individually and courteously to all complaints in timely fashion; and
- learn from the patterns and trends of complaints, to correct and improve service.

Accordingly, to obtain the necessary Commission approval, BCFS must identify, without limitation, a complaints-handling process that functions to:

- provide easy avenues for customers to make a complaint;
- collect complaints, so they are not lost, whether or not customers use the intended avenues;
- produce individual, timely responses to complainants, by way of thanks, acknowledgement, explanation, compensation or refutation as appropriate;

- check its own performance such that, for example, if a complaint has not been resolved within a deadline it is automatically escalated for higher-level attention;
- identify systemic patterns and trends in customer complaints;
- identify proposals for corrective actions to address frequent and /or significantly increasing causes of complaint, consistent with BCFS' customer service goals;
- report the number, nature and disposition of complaints (a) to the BCFS Board quarterly and (b) to the Commission for each fiscal year in the statutory annual report to the Commission due July 31 of each year;

Once approved by the Commission, the complaints-handling process, or a summary of it, should be published on BC Ferries' web site.

Before the start of Performance Term Three, the Commission will specify how the requirements of section 45.2 of the Act will be met for that Term.