



**BC Ferry Commission  
MEMORANDUM 40A**

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

Ms. Cynthia Lukaitis  
Vice President and Corporate Secretary, BCFS

From: Mr. Sheldon Stoilen  
Deputy BC Ferry Commissioner

Date: July 25, 2011

**Section 45.2 of the Coastal Ferry Act  
Approval of Customer Complaints Process**

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Pursuant to Memorandum 40 dated January 31, 2011, the commissioner approved BC Ferries' customer complaints process for the balance of the current performance term. The customer complaints process was conditionally approved for the next performance term subject to BC Ferries implementing measures to improve the communication and consultation process with ferry users prior to significant changes in the tariff, sailing schedules or payment plans.

As required under Memorandum 40, BC Ferries has included information pertaining to the number, nature and disposition of complaints in its annual report to the commissioner for the year ended March 31, 2011. The commissioner has noted the information on lessons learned and action taken to address customer complaints and to prevent further complaints of a similar nature. Many of the actions taken address the communication issues which were raised by the commissioner in connection with the two tariff anomalies referred to in Memorandum 40. Furthermore, to better enable the commissioner to monitor trends and the effectiveness of the customer complaints process, BC Ferries has undertaken to provide the commissioner with a complaints resolution report on a quarterly basis commencing with the second quarter of the current year.

Accordingly, with the information on lessons learned and actions taken now to be included in quarterly reports to the commissioner, BC Ferries' customer complaints process is approved for the next performance term.

A handwritten signature in black ink that reads "S. Stoilen". The signature is written in a cursive style.

Sheldon Stoilen  
Deputy BC Ferry Commissioner