

A M E N D E D

POLICY NO. 33

BOARD OF COUNTY ROAD COMMISSIONERS
OF THE
COUNTY OF ST. CLAIR

SUBJECT: Receiving, Documenting and Handling Service Requests

AMENDED: April 24, 2000

PURPOSE:

To establish procedures for receiving, documenting and handling of service requests in a manner consistent with public relations' goals and need to defend against liability actions.

POLICY:

The Managing Director shall designate specific people by position to receive and follow up on service requests for each area of activity or area of responsibility.

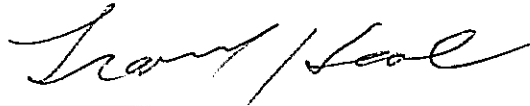
PROCEDURE:

Provision shall be made for proper documentation of all service requests received.


All service request calls are entered into the computer on the Service Request Menu. All service requests requiring immediate follow up shall be relayed directly to the proper district office.

All service requests are printed daily in the appropriate district office. It is the district clerk or general clerk's responsibility to key into the computer the response action taken for each service request as soon as possible.

The completed records are stored in the computer memory bank and are available for staff review by using various options on the Service Request menu.



Leonard Hool, Chairman



Donald M. Maronde, Managing Director

Originally adopted: 04-22-80
Amended: 02-07-89
Amended: 02-06-90
Amended: 02-18-97