

Customer Complaint Procedure

SCC Water System Customer Complaint Procedure

- 1. The customer or designated customer complaint person shall email their complaint to chazel@stchas.edu with St. Charles Community College.*
- 2. Chris Hazel, or designee, will write up a work order and have a water operator investigate the complaint.*
- 3. The operator will determine if and what necessary measures are needed to correct the problem within a reasonable time frame. Once corrective action is completed, St. Charles Community College will update the complainant.*
- 4. St. Charles Community College shall keep a record of all complaints and resolutions to the complaints, including the original complaint and actions taken, for a minimum of 5 years.*