

Complaints about ON1Call Service - 2016

Complaint #	Month	Topic	Resolution
932	February 2016	Not confirming information before processing a standby ticket	Ticket reviewed with agent for QA purposes
947	February 2016	Missing contact information on an emergency ticket	Ticket reviewed with agent for QA purposes
961	March 2016	“Work starting tomorrow” request was processed as an emergency	Further 1-on-1 training provided for front-line staff by Compliance
1029	May 2016	Improper emergency dispatch	Further 1-on-1 training provided for front-line staff by Compliance
1045	May 2016	Agent failed to enter hand and machine dig	Ticket reviewed with agent for QA purposes
1073	June 2016	Too much pushback	Further 1-on-1 training provided for all front-line staff by Compliance
1164	August 2016	Long wait times on phone	Additional staff hired in Summer 2016; 2017 staffing being re-modelled based on 2016 actuals
1194	August 2016	Long wait times on phone	Additional staff hired in Summer 2016; 2017 staffing being re-modelled based on 2016 actuals

Updated: November 2016
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