

CAC PROCEDURE FOR CABLE COMPLAINTS

1. Annually, before the September CAC meeting the CAC Chairperson will establish the monthly rotation of CAC members to handle complaints and will communicate this to each committee member and to the individual designated by the Board of Selectmen to receive complaints about cable service.
2. When the individual designated by the Board of Selectmen receives a complaint regarding cable service, she or he will send it to the CAC member handling complaints for that month.
3. Within 24 hours of receiving the complaint, the CAC member will contact the individual making the complaint, identify oneself, explain the purpose of the call, obtain the facts of the complaint directly and determine whether the issue is within the purview of the Committee. The CAC member will verify that the individual with the complaint has attempted to solve the problem him or herself, usually by contacting the cable company. If this has not been done, the CAC member will request that the individual do so, unless the problem is an inability to contact the company.
4. The CAC member will forward the complaint to the representative of the cable company involved and request resolution and confirmation that the problem has been resolved.
5. If no response is received within 48 hours, the CAC member will repeat the e-mail and/or call to the representative until the problem is resolved. In some cases, the CAC member may need to call the complainant back to verify resolution.
6. The CAC member will enter the complaint in the Complaint Log and report it at the next CAC meeting.
7. At the end of each month, the CAC member handling complaints for that month will forward the Complaint Log to the next person on the list with a copy to the Chairperson.
8. If a complaint is not satisfactorily resolved , the CAC member involved will request that the item be put on the CAC agenda so that the committee can discuss possible action at its next meeting.
9. The CAC member who originally dealt with a complaint will continue to follow it to its resolution, even if it extends into later months.
10. If a problem which seemed to be resolved reappears, it will be referred back to the CAC member who originally handled it and resolution attempted through repetition of the above steps.

January 28th, 2011