

Ashesi Global Complaints Consequence Process

Overview of the Complaints Consequence Process:

It has been determined that there are two types of complaints:

- Critical complaints/Critical QA Score: In which it is found that the agent did not follow protocol and by doing so, compromised patient care, e.g.: miss information, critical miss spelling, incorrect form, incorrect callback number, not asking for all fields etc.
- Process complaint/Low QA Score: In which the process was not properly followed, but, it did not compromise patient care, e.g. irrelevant words misspelled.

- Consequences for failing to follow protocol will be:

1st Complaint/Low QA score: Coaching with supervisor.

2nd Complaint/Low QA score: Coaching with Supervisor and write up.

3rd Complaint/Low QA score: Coaching with supervisor, write up and action plan will be created.

4th Complaint/Low QA score: Coaching with supervisor and manager, write up and one day suspension.

5th Complaint/Low QA score: Termination due to failure to follow protocol.

- Due to the importance and gravity of critical complaints, a different consequence process must be created:

1st Critical Complaint/Critical QA score: Coaching with supervisor and write up.

2nd Critical Complaint/Critical QA score: Coaching with Supervisor, manager and final action plan.

3rd Critical Complaint/Critical QA score: Termination for compromising patient care.

If an agent gets two or more critical scores/complaints at the same time, these will be considered as one in the escalation tree, as the agent has not been coached, coaching must be provided to escalate in the process.

These consequences will be on a cumulative 60 days period.