

Request 110: Provide a description of the process and/or a copy of the procedure applicable to the tracking and resolution of complaints. The source of the complaint could be a customer, the Attorney General's Office or the Public Service Commission. If the process is different depending on the source of the complaint, then describe the differences.

If an employee or individual makes a complaint by phone or in person, the complaint is routed to the proper department and a Service Order is opened. The individuals and departments involved would review the complaint and investigate as necessary. Once an understanding of the issue is reached, contact would be made with the individual making the complaint; discussing the issue and possible resolution.

When an official complaint is received from the Kentucky Public Service Commission, Grayson will ask for a copy of said complaint. The head of the department, along with the CEO (when necessary) will initiate an investigation and work toward resolution of the issue. A copy of the formal complaint and its' resolution is kept in a file and a copy is placed in the member's file. If resolution cannot be reached, we may contact the PSC for additional information or direction.

A complaint from the Attorney General's office would follow the same procedure as that of a complaint received from the Public Service Commission