



Connecticut Veterans Organization, Inc
PO Box 1013 Middletown, CT 06457-1013
Phone/Fax (877) 628-8387 E-Mail: welcome@ctvo.org

Policy & Procedure # 2010-001 **NEW – No Previous Revisions**

Voice Mail Audits

Effective Date: 23 February 2010

This procedure is being implemented to ensure that all calls are being responded to in a timely fashion. An Auditor, who can be anyone who can be appointed by the Board of Directors, must follow-up on all inbound calls between 3 and 5 days of being received. All calls received prior to 23 February 2010 but after 01 January 2010 must be audited by 26 February 2010.

Auditors:

Jason Cap
James Whalen

Audit Procedures:

Listen to the voice mail received, determine what the caller is looking to achieve. Fill out a [CTVO Form 04 / Membership Application/Veteran Assistance Form/Volunteer Form](#) with all the information given. Call the caller to make sure that everything they were trying to achieve was met. Remember, CTVO Guidelines require a call back within 2 Business of the call being received by a member of the Assistance Committee or other designated volunteer. If the call was returned, please gather feedback on what we could do better or what the caller liked about the call or our organization. If a callback has not been received, gather all the appropriate information, send a high priority e-mail to welcome@ctvo.org with the attached CTVO Form 04 completed. Advise the caller you will look into the situation and will get a volunteer to call them back within 24-48 Hours. Advise them you will also follow up within 3 days to make sure everything has been completed to the callers satisfaction. If after 3 Days a call still hasn't been followed up on, please fwd the CTVO Form 04 to directors@ctvo.org with high priority. Advise them that you will call them back within 24 hours with all the requested information. Please gather the information and call the caller back. A Board of Directors member will call the caller back in 48-72 hours to complete a follow up call and initiate an investigation into what happened.

The Connecticut Veterans Organization needs to adhere to call return standards and anything but high quality is unacceptable. Once feedback has been received, if any, forward that information to welcome@ctvo.org with Low Priority and title the email Call Feedback.

This is the initial procedure, and an update will be made once we have a significant amount of feedback.

/// SIGNED ///

Jason Cap
President, Connecticut Veterans Organization



The Connecticut Veterans Organization is a non-profit organization who helps veterans find jobs, housing and get the benefits that they deserve. If you know some one who can use our assistance or who would like to volunteer, please contact welcome@ctvo.org or call 877-6-CTVETS.

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