

Make the Most from your Complaints

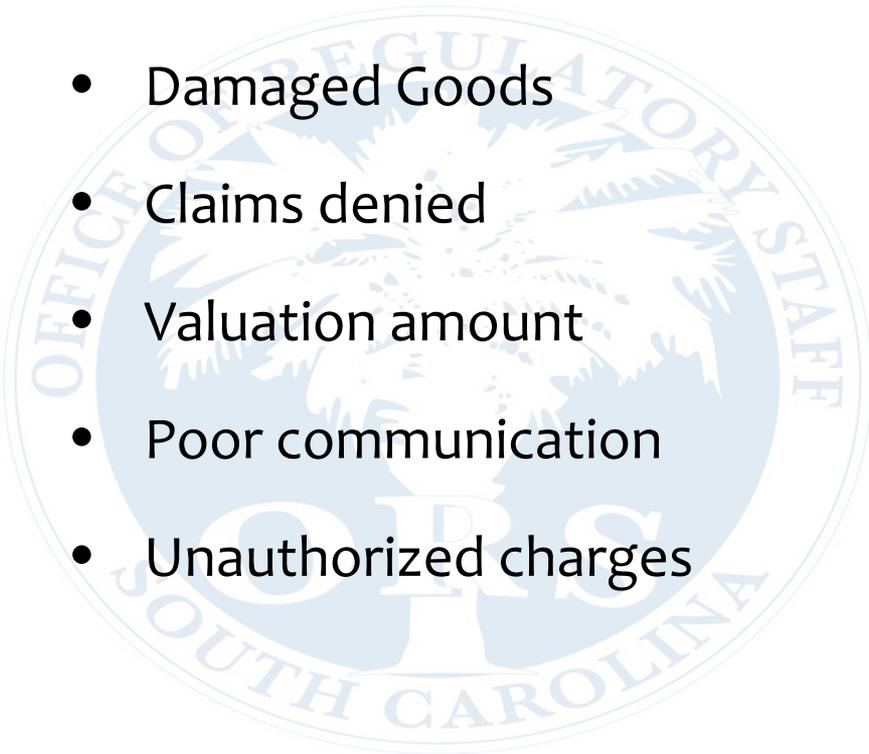


Complaint Facts

- Most customer complaints never reach ORS or the PSC.
- Most are resolved in the Company's favor.
- Customer complaints can be a good learning experience.



Why do Customers Complain?

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- Damaged Goods
 - Claims denied
 - Valuation amount
 - Poor communication
 - Unauthorized charges
 - Extremely low and inaccurate estimates
 - Poor service
 - Wrong goods delivered
 - Theft and looting

ORS Investigation

1. ORS receives a complaint from a customer via phone or e-mail.
2. ORS Consumer Services receives complaint data from customer (i.e. shipping documents) and routes complaint to ORS Transportation for investigation.
3. ORS Consumer Services will forward complaint information to company for their review and a written response to the complaint will be requested.
4. ORS Transportation will investigate the complaint to ensure compliance with all rules and regulations.
5. ORS may issue a written report detailing its investigation.
6. ORS may provide mediation services at the request of the customer and company.

Potential Complaint Outcomes

ORS

- Identification of an uncertified carrier
- Uniform Traffic Citation
- Refund to customer
- Correction of customer bill
- New applicant for HHG certificate
- Revocation of HHG certificate

Local Magistrate

- Restitution for damages
- Civil judgment
- Suspension of driver's license
- Incarceration

The Numbers



2013: 19 Customer Complaints
2014: 13 Customer Complaints



2014: 8 new HHG companies began business
2014: 4 HHG companies exited the business



2014: 14 citations to HHG companies with no authority
2014: 65 investigations related to internet advertising

Common Complaint Issues

“Exempt” Moves



Residence to residence moves require an intrastate HHG certificate.



Moves from a store to a residence (i.e. appliance/furniture) **if transportation is paid by the buyer** require a HHG certificate.



Commercial moves and “labor only” services (i.e. load, unload, pack) do not require a HHG certificate.



Movement of HHG in a portable storage unit does not require a HHG certificate.



Packing Services & Unloading

Must be billed at the tariff rate if it is “part of the move.”



Packing supplies – if listed in the tariff – must be charged at the correct rate.



Estimates

Estimates are non-binding!



Avoid artificially low estimates...be realistic.

Questions & Contact Info



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