



Title: Inquiries From the Public		
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1.0 PURPOSE:

1.1 This procedure describes requirements of staff when responding to inquiries from the general public.

2.0 SCOPE:

2.1 This procedure applies to all inquiries from the general public.

3.0 RESPONSIBILITIES:

3.1 Administrative staff; to receive inquiries and triage to the appropriate departments.

3.2 Community Education Department; to provide staff with updated information as needed.

4.0 REFERENCES:

4.1 None.

5.0 DEFINITIONS:

5.1 None.

6.0 DOCUMENTATION / FORMS:

6.1 None.

7.0 ATTACHMENTS:

7.1 GUIDELINES: INQUIRIES FROM THE GENERAL PUBLIC.

8.0 MATERIALS / SUPPLIES:

8.1 None.

9.0 PROCEDURE:

9.1 Responding to Inquiries

9.1.1 Inquiries from the general public are answered by designated Donor Network West staff.

9.1.2 Inquiries come in via:

9.1.2.1 Office front line; answered by Receptionist and/or Facilities Coordinator.

9.1.2.2 Call Center Messages; retrieved by the Receptionist and forwarded to the appropriate Donor Network West staff.

9.1.2.3 info@dnwest.org; retrieved by the Community Education Coordinator and forwarded to the appropriate Donor Network West staff.

9.1.3 All calls are handled by the Receptionist.

9.1.4 Electronic inquiries, e.g. Call Center messages and info@dnwest.org are monitored and responded to once each business day.

9.1.5 The Community Education department provides periodically updated FAQs to guide Donor Network West staff responding to inquiries from the general public.

9.1.6 Each caller receives, as appropriate, the information he or she requests. Each caller receives a brochure and/or other materials provided by the Community Education department if desired.



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Attachment 7.1**Guidelines: Handling Inquiries from the General Public**

Messages via Call Center and info@dnwest.org, are handled in the following manner:

General:

- Messages from all sources typically include the caller's name, phone number and/or address, and a brief request for informational materials, a call back, or return email for further information and/or clarification.
- Messages involving other departments are forwarded to the relevant department.
- Every request is to be handled in a timely manner.

Call Center messages:

- Messages are generated by the Receptionist ideally on a daily basis.
- The message print out is handled by the Receptionist or is passed on to the appropriate Donor Network West staff.
- The print out is kept for archiving and future analysis.

Info@ctdn.org messages:

- Messages are automatically routed to the Community Education Coordinator on a daily basis.
- Questions regarding the online registry are answered by the Community Education Coordinator or passed on to the appropriate Donor Network West staff.
- Only unusual requests or questions are collected and forwarded to the Director of Communications. All other inquiries are deleted after responding.