2013 Risk Management Complaint and Issue Log

Date	Person	Relationship	Complaint or Issue	Date Action Taken	Action Taken (Initials of person working complaint)	Comments	Completion Date
8/21	Susan Sacco	Employee	All calls/people being sent to her regarding people needing assistance because elevators in Bldg. 1 & 2 are still not available to be used. Note: They were being upgraded and were to be in service on 8/19/13.	8/21	AM Created email and myBH notice advising all inquiries were to be sent to Amanda via email/telephone until elevators were fixed. CC'd Welcome Desk, Susan Sacco, Bob McChurch, Leslie Anderson, Susan Dusenbery and all QC students, staff. (AJ)	Action taken was approved by Leslie Anderson. Elevators went into service afternoon of 8/23	8/21/2013
8/22	Leslie Anderson	Employee	Received email indicating Adjunct were having issues getting into Canvas for HAZCom Training	8/21	Reissued instructions along with detailed access information. myBH relisted instructions and a mass email was sent by Karen Mowers to all employees. (AJ)		8/21/2013
22-Aug	Sharon Cruse	Parent	Received email from parent of student Jenna Cruse indicating student needed access to classes and she had contacted City of Moline to inquire abiyt enforcement of handicapped accessible codes for public buildings	8/22	Contacted student, discussed options; switch classes, work from home. Opted to work from home. Contacted Instructors to arrange. In meantime received follow-up email from parent advising student could take stairs, her physical therapist and physician had told her how she was to manevour with her broken leg. Contacted Professors cancelling action. Thanked parent for information. (AJ)		8/22/2013