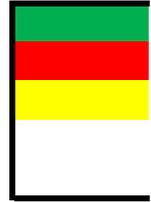


Complaints from:

Transportation Provider

Transportation Issues		
no escort/aid		1/1/16 Start DATE
wrong mode requested		1/1/16 Start DATE
No car seat		1/1/16 Start DATE
wrong pick up location		1/1/16 Start DATE
Total		



Member behavior

No show		
Not ready		1/1/16 Start DATE
Inappropriate language		1/1/16 Start DATE
Inappropriate behavior		1/1/16 Start DATE
Member Fraud		
Total		

	Total Count
Final Resolution:	
Valid Complaints	
Invalid Complaints	
Duplicate Complaints	
Insufficient Information	
Inquiries	
TOTAL:	

Legend

Reporting available in LCAD System

Reporting not available in LCAD System - Manual Process for calculating

Requesting report enhancements from LogistiCare IT Dept (not guaranteed)