



ADMINISTRATIVE RULES OF MONTANA



38.5.3335 COMPLAINTS AND APPEALS

- (1) All carriers must promptly investigate customer complaints and inform the customer of proposed action. If requested, the carrier must provide a written statement of its action on the complaint.
- (2) A carrier must inform a customer that a review by supervisory personnel of an unfavorable action on a bill or complaint is available. If requested, the carrier must provide a written statement of the supervisor's action on the complaint. The written statement must also inform the customer that commission review is available and provide the commission's telephone number and address.
- (3) Upon receipt of a complaint, either orally or in writing, from the commission or its staff on behalf of a customer or applicant, the carrier shall make a suitable investigation and advise the commission or its staff of the results thereof. Initial response to the commission or its staff shall be provided within five working days.

Authorizing statute(s): 69-3-103, MCA

Implementing statute(s): 69-3-102, 69-3-201, MCA

History: NEW, 1989 MAR p. 1515, Eff. 9/29/89; AMD, 2006 MAR p. 2967, Eff. 12/8/06.