

## **CAC Complaints Working Group**

### **Recommendation**

CAC strongly recommends that the Commission institute procedures and allocates required resources to expand its continuing outreach efforts to consumers regarding the complaint process. Specifically, we recommend that the Commission make maximum use of new technologies and Universal Service Fund participants (e.g. Schools and Libraries) to further its community outreach and education regarding complaints.

### **In Particular the Committee suggests the following:**

- Use of public libraries, colleges, universities and public schools as a vehicle for consumer outreach and for the filing of complaints using on site computer capability.
- Use of conference calls and web casts on specific topics (e.g. complaint filing process, disability related complaints) and/or with specific audiences (e.g. disabled consumers, senior citizens, non-English speaking consumers).
- Use of public service announcements advertising upcoming town meetings, conference calls or web casts.
- Expand the use of town meetings and expand their coverage by arranging for audio/video conferencing, web cast, or media coverage.
- Expand the use and distribution of Fact Sheets (e.g. multiple languages, distribution through schools and libraries, expanded coordination with consumer groups)