



## *Florida Department of Transportation*

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### **POLICY**

Effective: July 19, 2007  
Review: May 1, 2017  
Office: Public Information  
Topic No. 001-075-005-c  
Authority: 20.23(3)(a), 334.048(3), F.S.  
Reference: s. 23.30, F.S.

### **FDOTRACKER POLICY**

It is the policy of the Florida Department of Transportation that external customer complaints (a situation that makes someone dissatisfied, discontented or angry) be recorded and tracked. These complaints include, but are not limited to, complaints related to citizens, elected/government officials and the media.

The department has provided a statewide tracking system, FDOTracker, to facilitate the consistent and uniform recording and tracking of such complaints. In accordance with the ***Florida Customer Service Standards Act, Section 23.30(4), F.S.***, FDOTracker is designated as the department's official mechanism for recording, tracking and reporting external customer complaints.

Due to confidentiality and ***Law Enforcement Officer Bill of Rights (Sections 112.532 and 112.533, F.S.)*** issues, complaints involving employees of the Motor Carrier Compliance Office (MCCO) shall be exempt from entry into the tracker system but will be tracked through the Internal Affairs Investigations Database within MCCO.

A handwritten signature in blue ink that reads "Rachel D. Cone". The signature is written over a horizontal line.

Rachel Cone  
Interim Secretary