**MCE Name:** **Southeastrans**
**Version:** **2.0**
**Report Name:** **Complaints and Appeals**
**Report Code:** **MO-MCA1**
**Submission Date:** 05/29/2020
**Code Citation:** **IC 12-15-30.5-4 (a)(3)(E)**

**Experience Period >> 04/01/20-04/30/20**

## COMPLAINTS

| Item No. | Description | Mark X if Row is an Update from a Previous Submission | Data Entry |
|---|---|---|---|
| 1 | Number of Complaints Received this Reporting Period | | 11 |
| 2 | Number of Complaints Acknowledged Received within One (1) Business Day in this Reporting Period | | 11 |
| 3 | Percent of Complaints Acknowledged within One (1) Business Day for this Reporting Period | | 100.00% |
| 4 | Number of Complaints Received in the Reporting Period that **Were** Investigated, Remediated, and Closed within 15 Business Days of Receipt | | 11 |
| 5 | Number of Complaints Received in the Reporting Period that **Were Not** Investigated, Remediated, and Closed within 15 Business Days of Receipt | | 0 |
| 6 | Percent of Complaints Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt | | 100.00% |

Note:  Data includes the number of complaints received during the reporting month.  One complaint may have one or more concerns.

## APPEALS

| Item No. | Complaint Category | Mark X if Row is an Update from a Previous Submission | Data Entry |
|---|---|---|---|
| 1 | Number of Appeals Received this Reporting Period | | |
| 2 | Number of Appeals Acknowledged Received within One (1) Business Day in this Reporting Period | | |
| 3 | Percent of Appeals Acknowledged within One (1) Business Day for this Reporting Period | | #DIV/0! |
| 4 | Number of Appeals Received in the Reporting Period that **Were** Investigated, Remediated, and Closed within 15 Business Days of Receipt | | |
| 5 | Number of Appeals Received in the Reporting Period that **Were Not** Investigated, Remediated, and Closed within 15 Business Days of Receipt | | |
| 6 | Percent of Appeals Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt | | #DIV/0! |

Note:  Data includes the number of complaints received during the reporting month.  One complaint may have one or more concerns.