

Wiregrass Transit

Complaint Policy and Procedures

Purpose

Create a method for passengers to communicate complaints and comments to the Agency.

Procedure

Develop a standard Complaint/Comment Form for passengers to use for lodging complaints, making suggestions, or complimenting the Agency and/or its employees. Passengers can also call the Agency to file complaints or to make comments. The staff member who answers the call shall document it on the Complaint/Comment form and submit the form to the Operations Manager. Forms must be forwarded to the Transit Director within 24 hours of their receipt or completion.

For all received complaints, the Operations Manager shall immediately launch an investigation to determine if each complaint is valid. For valid complaints, the Operations Manager shall notify the passenger if required. If the passenger is not satisfied with the resolution, they may present their complaint to the Transit Director within thirty days of date on the written resolution. The Transit Director shall discuss the complaint with the Executive Director and make a final decision to resolve the issue. Their final written decision shall be sent to the complainant within seven days of the meeting.

The Transit Director shall log all comment forms and written resolutions. The Transit Director shall also provide any staff training/retraining that is needed and administer and document disciplinary action if required.

Compliments and thank you notes shall be shared with all employees and posted on the employee bulletin board. Comments and suggestions shall be discussed during monthly staff meetings.

Responsibilities

The Operations Manager is responsible for reviewing all complaints and for ensuring that they are resolved in accordance with this policy. The Operations Manager is also responsible for considering all comments and for sharing all compliments.

Complaint/Comment Form

Contact Information

Name:

Address:

Telephone :

Electronic Mail Address:

Complaints

Reason for complaint. ADA or Other?

ADA | Other

Are you filing this complaint on your own behalf?

Yes | No

If not, please supply the name and relationship of the person for whom you are complaining:

Please explain why you have filed for a third party:

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.

Yes | No

Date of Alleged Incident (Month, Day, Year): _____

Explain as clearly as possible what happened and why you are making a complaint. Describe all persons who were involved. Include the names and contact information of involved individuals (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

Attach any written materials or other information that you think is relevant to your complaint.

<p style="text-align: center;">Wiregrass Transit Authority Americans with Disabilities Act Grievance Procedure</p>
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This grievance procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Wiregrass Transit Authority. SEARP&DC personnel policies govern employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request. The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Transportation Director Wiregrass Transit Authority
PO Box 1406, Dothan, AL 36302
(334) 794-4093

Within 15 calendar days after receipt of the complaint, the Director, or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Director, or his/her designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print or Braille. The response will explain the position of the Agency and offer options for substantive resolution of the complaint.

If the response by the Director, or his/her designee does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Director, or his/her designee. Within 15 calendar days after receipt of the appeal, the Director or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Director or his/her designee will respond in writing, and where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Director or his/her designee, appeals to the Director or his/her designee, and responses from these two offices will be retained by the Wiregrass Transit Authority for at least five years. Formal complaints can be obtained from the Wiregrass Transit Authority office, located at 201 Depot Street, Dothan, AL and should be submitted directly to the office at or by mail, to Transportation Director, Wiregrass Transit Authority, PO Box 1406, Dothan, AL 36302