

## **APPENDIX J**

### **PASSENGER/ADA – COMPLAINTS/COMMENTS**

#### **DIRECTIVE**

To establish a method for passengers to communicate complaints, compliments and suggestions including ADA complaints as outlined in 49 CRF 37.17 and section 12.7 of the FTA's ADA Circular.

#### **PROCEDURE**

The local mechanism for resolving citizen or ADA complaints or questions dealing with the fairness of local procedures and decisions requires the complaint or question to be put in writing to the Public Transit Manager. TLC will accommodate requests for the complaint procedure in alternative formats.

Within seven (7) days of the receipt of a question and/or complaint, the Public Transit Manager shall provide a written response to such questions and complaints as well as notifying ODOT immediately of any ADA complaints.

Within seven (7) days of the receipts of such response, if the complainant remains unsatisfied with such response, the complainant may submit such question or complaint in writing to the Public Transit Manager, along with a summary of the issue involved and copies of all communications heretofore generated.

Within thirty (30) days of the receipt of such question or complaint, the Transit Manager shall convene a meeting to consider the question or complaint.

The Public Transit Manager will issue a final written decision with seven (7) days after the decision is made. If the complainant is still not satisfied, ODOT may be contacted with all communications in writing within seven (7) days of the Manager's decision. All complaints unresolved at the local level will be submitted to ODOT for a final decision. The preceding outline policy/procedure does not preempt a complaint to pursue his/her rights through any appeals process by the Ohio Revised Code.

All complaints and/or disputes will be documented and placed in a file marked "Complaint File" and maintained by the Public Transit Manager.

Passengers may call to lodge a complaint, make a suggestion or compliment an employee or the service.

The staff taking the information must document the details on the Comment Form. After the comment form is completed, it must be forwarded to the Public Transit Manager within 24 hours. All customers will be handled with respect and in an expeditious manner.

Complaints that are serious in nature must immediately be brought to the attention of the Public Transit Manager.

The Public Transit Manager will immediately take appropriate action to begin an investigation to determine validity.

On all validated complaints the Public Transit Manager will contact the person that initiated the complaint within seven (7) days. The Public Transit Manager will provide the resolution in writing to the complainant within seven (7) days. Other alternative formats will be provided upon request.

If the complainant is not satisfied with the resolution, the complainant may take it to the Executive Director within thirty (30) days of the Public Transit Manager's written resolution.

The Executive Director will issue a final written decision within seven (7) days after the meeting to discuss the complaint.

The Public Transit Manager will ensure that appropriate training and/or disciplinary action occurs and is documented.

Complaints for employees or service will be posted on the employees' bulletin board. All thank you notes will also be posted.

Suggestions submitted will be discussed during staff meetings to determine the feasibility of the suggestion.

All Comment Forms will be logged in and tracked monthly.

This complaint procedure is posted in the RTC office lobbies, on the transportation vehicles, and on the RTC website.

### **RESPONSIBILITIES**

Responsibilities defined above.

*Policy Revised and Approved by RTC Board 5/22/2018*