

Wabash County Public Transportation

Policy Manual

P.O. Box 447, 239 Bond Street, Wabash, IN 46992

SUBJECT: CUSTOMER COMPLAINT
PROCEDURE

SECTION:

EFFECTIVE DATE: May 22, 2019

REPLACES: All Existing

APPROVAL DATE: May 22, 2019

DIRECTIVE:

Transit Customer Complaint Procedure has been established to ensure that riders of the system have an easy and accessible way to provide feedback to the agency.

PROCEDURE:

The Wabash County Public Transportation accepts and investigates any customer feedback including complaints, comments, suggestions, or concerns.

Contacting Wabash County Public Transportation: Riders can contact Wabash County Public Transportation in the following ways:

- 1. US Mail:** Riders can mail their feedback to the Wabash County Public Transportation office at P.O. Box 447, 239 Bond Street, Wabash, IN 46992.
- 2. Feedback Line:** Riders can contact P.O. Box 447, 239 Bond Street, Wabash, IN 46992 at 260.563.7536 (or toll free at 888.498.4400). This line is available 24 hour a day, seven days a week with voicemail. Otherwise manned by dispatchers 7a.m. to 5 p.m. Monday through Friday (closed on major holidays).
- 3. E-mail:** Riders can contact Wabash County Public Transportation by e-mail at info@livingwellinwabashcounty.org.
- 4. Fax:** Riders can send written feedback by fax to 260.569.1535.
- 5. Language Line:** For riders who speak a language other than English, Wabash County Public Transportation will utilize the services of the AT&T Language Line to facilitate the call. Call 831.648.7582

Feedback Review Process: All feedback from customers is valued and will be reviewed and distributed to the appropriate agency representative(s).

Civil Rights Complaints: If you think your civil rights under Title VI have been violated by Wabash County Transit you are entitled to file a complaint with the Federal Transit Authority (FTA). You may obtain a Civil Rights Complaint Form by any of the methods above.

RESPONSIBILITIES:

Wabash County Public Transportation is committed to providing reliable, safe, non-discriminatory, and satisfying transportation options for the community. Customers of Wabash County Public Transportation are a fundamental aspect of our business and as such, their feedback is crucial to the growth and development of the agency.

- 1.** Customer concerns, or employee commendations will be forwarded to the appropriate supervisor and will be processed using an Incident Form.
- 2.** Recommendations for service or system modification will be sent to the transit department.

3. Complaints regarding discrimination or bias will be sent to the agency the CEO who is the Equal Opportunity Officer, will be processed on an Incident Form and the customer will be mailed a Civil Rights Complaint Form. Feedback Acknowledgement: Anyone who submits a comment, complaint, or service suggestion to Wabash County Public Transportation shall receive a response provided they give legible contact information.

- Feedback sent via mail or fax will receive a written response within seven business days.
- E-mail, phone, or web originated messages will be returned with 72 business hours.

Customer Appeals Process: Any person who is dissatisfied with the response they receive from Wabash County Public Transportation is welcome to appeal the decision. A review team consisting of the Chief Executive Officer, one member of Living Well in Wabash County Board of Directors and/or Transit Advisory Committee and one staff person will review customer appeals.

Information about Policy: Information about the Customer Complaint Policy, including how to submit a complaint, will be made available to riders:

Reporting: The CEO shall compile a summary of rider responses for the board, staff, and employees for use in reviewing and evaluating service.

Protection from Retribution: Customers of Wabash County Public Transportation should be able to submit feedback without fear of retribution from the agency. If a rider feels like they are being treated unfairly in response to the feedback that they provided, they should contact the Wabash County Public Transportation CEO. Wabash County Public Transportation will appropriately discipline any employee that retaliates against a customer.