

## **CARROLL COUNTY PUBLIC TRANSPORTATION PROGRAM COMPLAINT PROCEDURE / POLICY**

Carroll County Public Transportation Program (CCT) is in the business of providing public transportation services in Carroll County. It is the policy of CCT that all persons utilizing public transportation services ("customers") shall be treated with respect and courtesy when making suggestions or filing complaints. In an effort to ensure that all transportation customers are accorded the right to file both informal and formal complaints concerning CCT services, the following procedures have been established and must be followed:

### **Types of Complaints**

Complaints must be reported within 7 days of the incident you are reporting. Complaints may be either informal or formal in nature. Both types of complaints shall be investigated in the same manner. A formal complaint is one in which the customer states his/her name, phone number, etc. so that CCT may make contact after investigating the complaint. An informal complaint is one in which contact information is not provided and the customer wishes to remain anonymous.

The Dispatch Manager shall be responsible for taking both types of complaints. All CCT drivers and other personnel shall refer all persons wishing to file a complaint or suggestion to the Dispatch Manager. The Dispatch Manager shall never refuse to take a complaint and shall never assume that any complaint is too minor to document.

### **Step One---Taking the Complaint**

All complaints, regardless of who they are from, shall be taken in a polite and professional manner using the attached complaint form. If the customer is angry, ask him/her to calm down so that the complaint can be documented in an efficient and effective manner. The Dispatch Manager shall not argue with customers and should remain calm and in control. CCT personnel (managers, drivers and dispatchers) should never state an opinion or give the customer any more information than is necessary to document the nature of the complaint. If the customer is unhappy with the manner in which the complaint is being taken, the Dispatch Manager should refer the person to the Director.

All facts relative to the complaint shall be recorded on the complaint form. The nature of the complaint must be described on the complaint form in the space provided. As much information shall be obtained as possible, keeping in mind that the name and address of the complainant will not be provided by those customers wishing to file an informal complaint. Once the Dispatch Manager has obtained all the necessary information the customer shall be advised that his/her complaint will be investigated and that he/she will be contacted (if a formal complaint) with the results once the investigation is completed. After the complaint form is completed, the complaint shall be investigated by the Dispatch Manager. If the initial complaint involves the Dispatch Manager, the customer should be referred to the Director, who will then complete the complaint form and investigate the complaint. If the initial complaint involves the Director, the customer should be referred to the Board of Directors, Chairman, who will then complete the complaint form and investigate the complaint. All complaints are and should remain confidential to protect both the customer and CCT personnel.

### **Step Two---Investigating and Resolving the Complaint**

Upon receiving the complaint form, the Dispatch Manager will number the form and record it in the complaint log. If the complaint involves an employee, verification that the employee was actually on duty at the time of the incident will be made. All complaints must be handled in a consistent manner.

The Dispatch Manager must begin the investigation of the complaint within ten working days of the date the complaint was filed in order to ensure that the details of the event are fresh in the minds of all involved. All employees involved in the complaint will be interviewed by the Dispatch Manager. As the investigation progresses, it is important for the investigator to be fair and keep an open mind. The objective should be to get the "big picture" of the incident. The investigator shall suggest ways to resolve the problem and/or a method for dealing with a similar situation in the future. All actions resulting from the complaint must be documented in writing on the complaint form and attachments (if necessary), by the Dispatch Manager. For formal complaints, the customer will be advised in writing by the Dispatch Manager of the results of the investigation. Every effort should be made to complete the investigation and notify the customer of the results within 45 days of the date the initial complaint was filed.

If the investigation of the complaint results in the need to discipline an employee, the Dispatch Manager will administer such discipline.

If the customer is not satisfied with how the complaint was resolved, he/she has the right to appeal the decision as follows:

- All decisions made by the Dispatch Manager may be appealed to the Director.
- All decisions made by the Director may be appealed to the Board of Directors.

A customer appealing a decision must state in writing the reasons why he/she disagrees with the Dispatch Manager's decision. The Director or Board of Directors shall reply in writing to the customer within 30 days of the date the written appeal is received.

### **Conclusion**

Customer complaints are a serious matter. CCT is in the business of providing quality public transportation for the residents of Carroll County. If there is supporting evidence to suggest that CCT is not living up to that standard, appropriate action must be taken to correct the matter. All customers are important and losing a customer because of inappropriate actions by an employee is not acceptable.

**CCT COMPLAINT FORM**

Complaint Type: \_\_\_ Formal \_\_\_ Informal  
\_\_\_ Letter from passenger  
\_\_\_ Letter from non-passenger  
\_\_\_ Phone call

Date Complaint Taken: \_\_\_\_\_ Time Complaint Taken: \_\_\_\_\_

Name of Complainant: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Date of Incident: \_\_\_\_\_ Time of Incident: \_\_\_\_\_

Driver's Name: \_\_\_\_\_

Vehicle Number: \_\_\_\_\_ Route: \_\_\_\_\_ Operator: \_\_\_\_\_

Nature of Complaint: \_\_\_\_\_

(Continue on back if necessary)

Complaint Taken By: \_\_\_\_\_

Investigation Results: \_\_\_\_\_

(Continue on back if necessary)

Action Recommended: \_\_\_\_\_

(Continue on back if necessary)

Record of Final Action: \_\_\_\_\_

By: \_\_\_\_\_ Date: \_\_\_\_\_