

UCHRA Public Transit Grievance/Complaint Procedure

Customers/Passengers have the right to file a complaint if you are not satisfied with your service or feel unfair treatment by an UCHRA employee.

- *First – Ask your driver for the complaint procedures and/or contact your local UCHRA County Coordinator with your complaint.*
- *Second – Your County Coordinator will investigate and attempt to resolve. The County Coordinator may find it necessary to involve the Field Operations/Training Supervisor or the Mobility Manager to resolve the complaint. They will respond to your complaint within 30 days in writing.*
- *Third – If your complaint is not resolved you can appeal the decision to the Transportation Director. The Director will investigate and respond within five working days in writing.*
- *Fourth – If you are still not satisfied with the resolution of the complaint, you may request a meeting with the Transportation Director. The Director may find it necessary to include the Human Resources/Community Relations Director to determine next steps.*

All documentation will be copied to:

The person filing the complaint, all parties involved in the procedure, and program files.

UPPER CUMBERLAND HUMAN RESOURCE AGENCY

Transportation Program

Passenger & General Public Complaint

County: _____

Driver's Name: _____ Van #: _____

Complainant's Name: _____

Complainant's: _____ Phone #: _____

Name of Witness: _____ Phone #: _____

Date of Complaint: _____ Time of Complaint _____

State Nature of Complaint:

Investigation & Recommendation:

County Coordinator Response & Recommendation:
