

COMPLAINT PROCEDURE

If a dispute arises involving the transportation program, the following procedure is followed:

If a call comes in through the dispatcher, it is transferred to the Director of Public Transportation. The complaint is documented in writing through an internal incident/complaint form. If the complaint can be resolved at the time of the call, the resolution is noted on the internal complaint form and filed at the transit office.

If the complaint needs further action, the complainant is asked to submit the complaint in writing, which may be mailed or picked up by a representative of the transit department.

*In the case of an ADA related complaint, the designated person (Director, Tony Morris) will immediately inform ODOT of the incident and complaint policy will be followed.

The Director, (or designee), will investigate the complaint by talking to the driver or dispatcher in question, watching the video of the incident if available, etc. The driver or dispatcher will be asked to put his/her response in writing. The validity of the complaint will be studied and appropriate action will be taken, if needed. The complainant will be informed of action taken, if any, within seven business days.

If the complaint cannot be resolved by the Director of Transportation to the satisfaction of the customer and employee of the transit department, all documentation concerning the incident will be turned over to the Human Resource Director for his/her consideration. He/she will confer with the Mayor and/or Service Director if he/she deems it necessary. His/her written response will be completed within seven business days following his/her receipt of the information, and made available to the Director of Public Transportation, the complainant, and the employee.

The goal of the WILMINGTON TRANSIT SYSTEM is to resolve all customer complaints to the satisfaction of all parties involved.

The WILMINGTON TRANSIT SYSTEM will follow the same procedure should there be any complaints from other operators.

The WILMINGTON TRANSIT SYSTEM will document all complaints in writing.

All complaints unresolved at the local level will be submitted to ODOT for a final decision.