

# **Fort Smith Transit Complaint Resolution Procedure**

## **RECEIPT OF COMPLAINT:**

When filing a complaint, be sure to communicate your concern with a dispatcher or a member of the management staff to ensure proper handling of the complaint.

## **DOCUMENTATION OF COMPLAINT:**

Staff will provide a written account for a customer that is taken by phone, e-mail, letter, or in person. Complaints may be submitted anonymously if the person so chooses. Information helpful to staff for investigative purposes includes the following:

1. Date the complaint was made
2. Name, phone number or e-mail address of person making complaint (required if they desire a return call/e-mail)
3. Detailed description of the complaint including names of person(s) involved
4. Unit number and name and/or physical description of driver (if complaint involves a bus)
5. Approximate time the incident occurred
6. If complaint involves a procedure or policy, details of the policy must be given.

## **FORMAL COMPLAINTS IN MATTERS OF HIGH SIGNIFICANCE:**

Formal complaints or complaints involving serious misconduct of matters of high significance such as illegal activities are outlined below.

1. Complaint shall be in writing and signed by the complainant(s). In cases where complainant is unable or incapable of providing a written statement, a verbal complaint may be made. The transit director will interview the complainant and assist the person in converting verbal complaints to writing. All complaints must, however, be signed by the complainant or his/her representative.
2. Include the date of the alleged act of misconduct, date when the complainants became aware of the alleged act or the date on which that conduct was discontinued or the latest instance of conduct.
3. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
4. Upon receipt of the complaint, the transit director will determine its jurisdiction, acceptability, need for additional information, as well as assign the complaint to the Human Resource Department to investigate the merit of the complaint.

## **FOLLOW UP:**

Management staff will attempt to contact the person filing the complaint (if contact information is provided) within three (3) working days to discuss the complaint in detail. For complaints that involve employee conduct resolutions are confidential and will not be shared with the complainant.

## **RECORD KEEPING:**

A summary of complaints are maintained by the driver supervisor for five (5) years. Complaint documents will remain on file for at least one (1) year from the date of the incident.