



## Complaints Policy and Procedures

A complaint is defined as any expression of dissatisfaction regarding transportation provided by City/County Transportation that cannot be resolved through an explanation of policy and standard operating procedures. Service complaints are routine incidents of the type that may occur on a daily basis. They are reported to the driver, the dispatcher, or to other individuals involved with daily operations, and are solved within a reasonable time period suitable to the complainant.

A service complaint can be considered resolved when the problem that caused the complaint is corrected. Instances where a problem initially appeared to be a complaint but is genuinely resolved with a simple clarification of policy and standard operating procedure should not be considered a complaint. City/County Transportation reserves the right not to act on any complaints which are considered to be frivolous and outside the letter and/or spirit of the definition of service complaint.

Service complaints may include but are not limited to: Late trips, no shows, client behavior, staff behavior, and passenger discomfort, dissatisfaction with vehicles or services denial without an explanation as to the reason.

Service complaints may arise from members of the public, City/County Transportation users, potential users, sponsoring agencies, non-sponsoring agencies, transportation staff or anyone directly or indirectly affected by City/County Transportation service. All service complaints are documented by use of the Service Complaint Form. Service complaints may be made through one of the following methods:

- email at [Cletran@cleburne.net](mailto:Cletran@cleburne.net)
- US Mail – City/County Transportation, 10 N Robinson, PO Box 677, Cleburne TX 76033
- Fax – 817-645-6636
- Phone – 817-641-1800 or 866-913-1800 (metro)
- Texas Department of Transportation – 214-320-6153

Some service complaints can be resolved while speaking with the passenger and others will require research in order to be resolved. Service complaints should be resolved in a timely manner within seven days, sooner being preferred. The response shall be in writing explaining what is being done about this service complaint.

If the complainant is not satisfied with the results, they may request a hearing with the Transportation Manager in an attempt to resolve the problem to their satisfaction. Should this not resolve the issue, a hearing may be requested composed of the complainant, the Transportation Manager, and the division director of City/County Transportation to reach a conclusion of this matter.

 8.17.10

City Manager or designee

Date



# City/County Transportation Complaint Form

Date Complaint was filed: \_\_\_\_\_ Time Complaint was filed: \_\_\_\_\_

Complaint made by:

Client       Staff       Bystander       Other \_\_\_\_\_

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

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

City, State, Zip \_\_\_\_\_

Phone Number \_\_\_\_\_

Complainant would like to remain anonymous

Complaint pertains to:

Driver       Dispatch       Scheduling       Vehicle       Routes       Other \_\_\_\_\_

Date Complaint Occurred: \_\_\_\_\_ Time Complaint Occurred: \_\_\_\_\_

**Nature of complaint:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name/position of Individual receiving complaint: \_\_\_\_\_

Date of Complaint Resolution: \_\_\_\_\_

**Complaint Resolution:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_