

## TACT 126: ADA Complementary Paratransit Customer Complaint Policy



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**Policy:** Mid-County Transit Authority dba Town and Country Transit (TACT) will receive complaints or comments from ADA Complementary Paratransit riders to investigate and resolve these promptly and equitably, and to maintain summaries or complaints and resolutions in accordance with Federal Transit Administration (FTA) and Pennsylvania Department of Transportation (PennDOT) ADA regulations.

**Purpose:** TACT has a written complaint policy for ADA Complementary Paratransit service, which is distributed on the TACT web site, and in a single topic brochure "How to Register a Compliment or Complaint." This brochure is distributed to agencies throughout the community and to ADA Complementary Paratransit customers. The complaint procedure is used as a tool to investigate and correct individual or systemic problems, to educate customers, to improve service quality, to identify gaps in service and to increase customer confidence in the system.

**Scope:** This policy affects all ADA Complementary Paratransit services provided by Town and Country Transit.

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### 1. Complaint Policies

- a. A complaint is a record of dissatisfaction about any aspect of the service and may be registered by anyone.
  - i. No anonymous complaints will be accepted. Contact information including name, address, and telephone number must be included for complaints to be investigated.
- b. Complaints are accepted at the TACT office, by telephone, or in person.

- c. ADA Complementary Paratransit drivers are prohibited from accepting complaints from customers and are instructed to inform customers of the complaint procedure.
- d. There is no arbitrary "strict limit" on the age of a complaint except as is practical for investigation.
- e. TACT will attempt to respond to customers within 10 (ten) business days from date of receipt for every complaint filed unless the nature of the complaint warrants additional time.
- f. Customers will be protected from retaliation and will be guaranteed confidentiality.
- g. TACT maintains a "separation of authority" for the complaint investigation and resolution process - complaints are reviewed by administrative staff not involved in the original situation that gave rise to the complaint.

## 2. Complaint Procedures

- a. Complaints are recorded on the complaint form and assigned a unique log number for tracking and retrieval.
- b. Complaints are forwarded on the same day to the Operations Manager responsible for investigation.
- c. All contact information is documented, including when and by whom, the result of the investigation and required action. Each valid complaint is coded according to both the outcome (ex: late arrival) and/or the cause (ex: dispatching error) in order to identify the specific reasons for poor service and identify remedies.
- d. Corrective action is documented.
- e. A monthly report summarizing valid complaints is prepared for TACT General Manager including the type and number of complaints.
- f. A secondary report listing the cause of each complaint is also prepared for TACT General Manager.
- g. Complaints and all supporting documentation is filed in log number order, scanned, and kept on file at TACT for five (5) years.

### 3. Complaint Standards

- a. The monthly complaint summary report will be completed and provided to the General Manager no later than the 15<sup>th</sup> (fifteenth) of the following month.
- b. The rate of complaints will not be more than 30 per 50,000 trips, with a goal of not more than 20 per 50,000 trips.

#### Revision History:

Revision	Date	Description of changes	Requested By
0.0	11/18/2015	Initial Release	Patti Lynn Baker General Manager
1.0	07/01/2019	Update logo, font, formatting	Tiffany Chaffee Operations Manager
2.0	06/14/2023	Update logo, font, formatting, and minor changes	Patti Lynn Johnston Executive Director