



FILING AN ADA COMPLAINT

It is the policy of Westmoreland Transit (WCTA) / GO Westmoreland to operate transportation services in an open and fair manner. During the normal course of providing transportation services to the community, it is possible that some members of the public or a passenger will wish to lodge a complaint about the quality of service offered or the manner in which service is delivered. Every effort will be made to handle these issues quickly, courteously and fairly.

- I. No person will be discriminated against or suffer any reprisals from making a complaint.
- II. Complaints can be either verbal or in writing. They should identify the name of the person filing it (the complainant) as well as the complainant's address, and briefly describe the alleged violation of the regulations under Title II of the ADA.
- III. A complaint should be file within ten (10) business days after the complainant becomes aware of the alleged violation.
- IV. When an allegation is made that a specific violation, misinterpretation, or inappropriate act has occurred the following steps should be taken to resolve the issue:
 - a. All complaints will be received by the Customer Service Manager, Dottie Buchanan.
 - b. Any complaint that concerns the delivery of ADA transportation services under this Agreement or the behavior of Contractor employees, including vehicle operators, shall be forwarded to the Contractor for a full investigation, as soon as possible, but no later than the next regular operating day after the complaint, or applicable comment/suggestion is received by Contractor.
 - c. Contractor shall provide a written response to complaints received to WCTA within 24 hours of receiving the complaint. Contractor's response shall include action(s) taken, if any, to address any problem or complaint. If any serious matters are reported to WCTA, WCTA may require that the operator or operators in question be removed by Contractor from operating routes of WCTA.
 - d. WCTA will contact the Complainant again after the full investigation is complete.
- V. Documentation of complaint information will be kept on file electronically at WCTA by the Customer Service Manager. Complaint documentation must be retained for one (1) year; complaint summaries for five (5) years.