

Transit Consumer Complaint/Comment Report

Complaint, Grievance & Appeal Process Policy & Procedures

Deviated Fixed Route

Consumer/Complaints Name		Address		City/State/Zip Code		Telephone No.	
Today's Date	Date & Time of Incident		Route	Bus No.	ADA Related		
					Non ADA Related		
Driver's Name and/or Description							
Nature of Complaint/Comment							

(Please Read the Following Complaint, Grievance & Appeal Process Policy & Procedures below)

(Please Print Clearly)

Consumer/Complaint's Signature _____

For a complaint to be acted upon, it must be documented in writing with the complainant's signature and address.

The initial complaint, whether verbal or written, should be directed to the Transit Director with ten working days.

Forms are available on all vehicles, the City's website (www.Valpo.us) and at Valparaiso City Hall, 166 Lincolnway, Valparaiso, IN 46383.

If the complaint is against the service of an employee of a Valparaiso contractor, the complaint will be forwarded to the Transit Manager, or responsible person for the contractor for investigation and disposition. The responsible person for the contract will respond to the complaint, if required, within thirty days, to the City of Valparaiso to forward to the complainant. A copy of the disposition of the complaint will be kept on file at City Hall. Disciplinary action taken upon a contracted employee is subject to the contractor's personnel policy, and the provisions of the service contract. Should the complainant not be satisfied with the resolution of the complaint, an appeal can be made to the Transit Director and then to the City of Valparaiso's, City Administrator, 166 Lincolnway, Valparaiso, IN 46383.

Alternative Formats Available Upon Request