

B.G. Transit
Policy Manual
304 North Church Street, Bowling Green, Ohio 43402

SUBJECT: **PASSENGER** SECTION: Customer Service
COMPLAINT/COMMENT

EFFECTIVE DATE: 6/19/07 REPLACES: N/A
APPROVED BY: City Council
APPROVAL DATE: 6/19/07

DIRECTIVE:

To establish a method for passengers to communicate complaints.

PROCEDURE:

A. SUBMITTING A COMPLAINT

1. Complaint Procedure

- a. Copies of the B.G. Transit Complaint Report and accompanying procedure for making complaints will be kept in each transit vehicle. Drivers shall provide these forms to patrons wishing to make a complaint. The completed Complaint Report should be mailed, faxed or hand delivered to the City's Grants Administrator.
- b. The Complaint Report and procedure are also posted on the City's website (www.bgohio.org/grants). These documents can be downloaded, printed and completed for submission as well.
- c. City of Bowling Green staff who encounter persons wishing to make a complaint (either in speaking with them in person or on the telephone) shall provide them with a Complaint Report and procedure.
- d. Complaints:
 - 1) Must be in writing (using the City's B.G. Transit Complaint Report form);
 - 2) Must be signed and dated;
 - 3) Must be submitted within 15 calendar days of the date of offense;

and

- 4) Must be submitted to the:

Grants Administration Division
City Administrative Services Building
304 N. Church Street
Bowling Green, Ohio 43402

B. COMPLAINT REVIEW AND RESPONSE

1. The Grants Administrator will review and investigate all Complaint Reports received.
2. The Grants Administrator will respond to all protests in writing (certified mail), addressing each substantive issue raised in the protest. Response will be made by the Grants Administrator within fifteen calendar days after receiving the complaint. A copy of the response will be forwarded to the Municipal Administrator. The written response will advise the Complainant that she/he has the ability to submit a written request for second review of the matter.

C. SECOND REVIEW

1. In the event the Complainant believes that the situation has not been resolved satisfactorily, she/he may submit a written request for second review of the matter. This written request must be received by the Grants Administrator within fifteen calendar days of the date noted on the Grants Administrator's response letter. The request for second review must be addressed to:

Grants Administrator's Office
City Administrative Services Building
304 N. Church Street
Bowling Green, Ohio 43402

2. Once received, the Grants Administrator will forward the written request to the Municipal Administrator, who will render a written response to the Complainant. The written response will be sent via certified mail to the Complainant within 15 calendar days after being received by the City.
3. The written response will also inform the Complainant that he/she has the right to appeal the secondary review decision. The request for appeal must be in written form, and submitted to the Grants Administration Division within fifteen calendar days of the date noted on the response letter sent by the Municipal Administrator.

D. APPEALS PROCESS

1. Within five working days after receiving the written request for appeal, the Mayor (or designee) will appoint an ad hoc committee of no less than two members to serve as an appeal review body;
2. The request for Appeals hearing must be sent to:

Grants Administrator's Office
City Administrative Services Building
304 North Church Street
Bowling Green, Ohio 43402

4. Notification date of hearing must be mailed (certified mail) to complainant within 10 working days of date of receipt of request for an appeal hearing.

- E. All unresolved complaints at the local level shall be forwarded to ODOT for a final decision.

RESPONSIBILITIES:

Responsibilities defined above.