

DUNKLIN COUNTY TRANSIT COMPLAINT RESOLUTION POLICY

If any Dunklin County Transit passenger or employee has a complaint with our services, staff, etc. they may contact our office by phone, in person (during office hours), or in writing. If a call or in-person visit occurs, the Dunklin County Transit office personnel will direct the complaint to the Executive Director, or in her absence, the Assistant Director and it will be handled with respect and in an expeditious manner.

Any complaint must immediately be brought to the Executive Director's attention, who will immediately take appropriate action to begin an investigation. On all complaints the Executive Director will contact the person(s) that initiated the complaint within seven (7) days. The Executive Director will provide the resolution in writing to the complainant within ten (10) days. If the complainant is not satisfied with the resolution, the complainant may take it to the Advisory Board within ten (10) days of the Executive Director's written resolution. The Advisory Board will issue a final written decision within seven (7) days after the meeting to discuss the complaint. If needed, the Executive Director will ensure that appropriate re-training and/or disciplinary action occurs and is documented.

All complaints/disputes will be documented and maintained by the Executive Director.

This policy was approved by the Dunklin County Transit Advisory Board on February 24, 2015.