

# Yamhill County Transit Area (YCTA) Consumer Complaint/Comment Report

## Complaint, Grievance & Appeal Process

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

(Please Print Clearly)

<b>Consumer/Complaints Name</b>		<b>Today's Date</b>
<b>Address</b>		
<b>City/State/Zip Code</b>		<b>Telephone</b>
<b>Date &amp; Time of Incident</b>	<b>Route</b>	<b>Bus No.</b>
<b>Drivers Name and/or Description</b>		<input type="checkbox"/> ADA Related <input type="checkbox"/> Non <b>ADA Related</b>
<b>Nature of Complaint/Comment</b>		
<p>Consumer/Complainant'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 Yamhill County Transit Manager within ten working days. Forms are available on all YCTA vehicles, and the YCTA website <a href="http://www.yctransit.org">www.yctransit.org</a>. If the complaint is against the service of an employee of Yamhill County's Service Provider (contractor), the complaint will be forwarded to the Contract Manager for investigation and disposition. The Contract Manager will respond to the complaint, if required, within thirty days will forward to the Yamhill County Transit Manager to forward to the complainant. A copy of the disposition of the complaint will be kept on file at YCTA offices. 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 Yamhill County Manager and Yamhill County Commissioners, 434 NE Evans Street, McMinnville, OR 97128. <b>Alternate formats available upon request. If you require assistance completing this form or need this form in an alternate format please call: 503-474-4910</b></p>		