



Meeting Date: July 31, 2019

Agenda Item: # 9

## AGENDA SUMMARY REPORT

**SUBJECT:**

Review and Possible Approval of MTA Customer Complaint and Satisfaction Policy and Procedures

**SUMMARY:**

The purpose of the MTA Complaint Policy is to protect the customer's rights, including the right to comment and complain; provide an efficient and fair process for resolving customer complaints; and to monitor complaints in an effort to improve the quality of operations and services the MTA provides.

This policy will provide MTA an opportunity to provide service and satisfaction to dissatisfied customers; ensure a consistent method of management; monitoring and reporting of complaints; and identify areas that need improvement.

**STAFF RECOMMENDATION:**

Approve Mendocino Transit Authority Customer Complaint and Satisfaction Policy and Procedures.

**ATTACHMENTS:**

Customer Complaint and Satisfaction Policy and Procedures



## CUSTOMER COMPLAINT AND SATISFACTION POLICY AND PROCEDURES

The Mendocino Transit Authority's (MTA) Administration Office, Operations Department, Mobility Manager and Human Resources Department receive complaints from customers or their representatives regarding, employee behavior, equipment issues, customer service, Title VI and American with Disabilities Act (ADA) complaints and other customer service issues.

The following policy outlines the process for recording, investigating, responding to, and maintaining complaints.

### OBJECTIVES

The objectives of the complaint procedures are to:

- ❖ Provide an opportunity for customers to report any policies, procedures, or actions by MTA they believe violate any regulations.
- ❖ Document and investigate the allegations in a timely and thorough manner.
- ❖ Timely respond to customers and provide the outcome of the investigation.

### COMPLAINT INTAKE

1. MTA Administrative Office receives the complaint from a customer or their representatives via telephone 707-234-6456, mail (address shown below), on the MTA website at <https://www.mendocinotransit.org>, on MTA social media (Facebook & Twitter) or in person at:

**Mendocino Transit Authority  
Attn: Administrative Office  
241 Plant Road  
Ukiah, CA 95482**

### COMPLAINT POLICIES

- A complaint is a record of dissatisfaction about any aspect of the service and may be registered by anyone.
- Complaints are accepted at MTA by telephone, in person, online, and/or delivered in writing.
- MTA drivers are prohibited from accepting complaints from customers and instructed to inform customers of the complaint procedure.
- Customers will receive a response within 10 business days to every complaint filed.
- Customers will be protected from retaliation and when appropriate or necessary will be guaranteed confidentiality.
- MTA maintains a "separation of authority" for the complaint investigation and resolution process – complaints are reviewed by administrative staff not involved in the original situation.



- Complaints are taken up to one hundred eighty (180) days past the date of the incident. Beyond that time period, complaints will be classified as comments.
  - The complaint is entered into our Customer Service Database by Human Resources and/or Administrative Office upon receipt and forwards the complaint or compliment to the appropriate Department Head. For a complaint to be investigated, customers or their representatives must provide an address, telephone number, or email address. Those complaints without contact information will be classified as comments.
  - The appropriate Department Head reviews the complaints for completeness and accuracy and call the customer if additional details are needed for the investigation. Some details that may be requested are: date and time of incident, location of incident, Vehicle ID number (if known), name or ID # of agency employee (if known), and description of what transpired (if not already provided).
  - MTA Staff has three (3) business days to complete the initial review for general service complaints.
2. The General Manager has one (1) business day to complete initial review for all “high priority” complaints including Title VI and ADA complaints.
  3. All complaints are then routed to the appropriate department for investigation and customer follow up.
  4. Any complaint that alleges discrimination based on Title VI or on disability in accordance with ADA should be coded Title VI or ADA and complaint and sent to:

**Carla Meyer**  
**241 Plant Road**  
**Ukiah, CA 95482**  
**707-234-6446**

[carla@mendocinotransit.org](mailto:carla@mendocinotransit.org)

#### **CUSTOMER COMPLAINT INVESTIGATION AND CUSTOMER FOLLOW-UP**

1. The designated department head is then responsible for gathering any other information needed in order to complete the investigation of the complaint including, but not limited to, any video or audio recordings of the incident.
2. Once the designated department head has completed their investigation, a determination as to what remedial action (if any), is made within ten (10) business days for all general service complaints.
3. The department’s finding is then recorded in the Customer Service Database. ADA and Title VI complaints are coded “high priority,” therefore the General Manager must recommend remedial action, if any, no later than one (1) business day from their receipt of the complaint. The department’s finding is then recorded in the Customer Service Database. Customers will



then receive a response to their complaint in the mode they selected (phone, email, written letter). If a customer chooses not to be contacted this is noted in the Customer Service Database.

3. The Customer Service Representative ensures all complaints are recorded as 'closed' in the Customer Service Database within twenty (20) days of complaint receipt; the complainant will have been contacted within that time period.
4. If complainant(s) disagree with the determination by the designated department, they can appeal the decision in writing within thirty (30) days from the date of the determination notification. The appeal letter should state the reason(s) the complainant believes the decision was in error. The appeal letter should be mailed to:

**Carla Meyer, MTA General Manager**  
**241 Plant Road**  
**Ukiah, CA 95482**

#### **CUSTOMER SATISFACTION POLICY**

Customer Satisfaction notifications can be submitted in the same manner as a complaint. See Section 1. Copies of customer satisfaction will be forwarded to Human Resources for inclusion in employee personnel file and forwarded to the employee's Supervisor. Records of Customer Satisfaction will be maintained as outlined below.

#### **COMPLAINT AND SATISFACTION TRACKING AND RECORD RETENTION**

The MTA Administrative Office will maintain a summary log of all customer complaints and customer satisfaction comments. In addition, all complaint and customer satisfaction documents and materials gathered during the investigation are maintained for no less than five (5) years.