



Meeting Date: September 25, 2019

Agenda Item: # 9

AGENDA SUMMARY REPORT

SUBJECT:

Review and Possible Approval of MTA Customer Complaint Policy – First Draft

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 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 Policy

ATTACHMENTS:

Customer Complaint Policy – First Draft



Mendocino Transit Authority (MTA) receives complaints from customers and/or their representatives regarding employee behavior, equipment issues, customer service, Title VI and Americans with Disabilities Act (ADA) compliance.

A complaint is a record of dissatisfaction about any aspect of the service and may be submitted by anyone. Customers who file a complaint will be protected from retaliation and, when appropriate or necessary, will be guaranteed confidentiality.

The following policy outlines MTA's process for recording, investigating, responding to, and maintaining complaints.

A. OBJECTIVES

1. Provide an opportunity for MTA customers to report any policies, procedures, or actions by MTA they believe violate any regulations.
2. Document and investigate the allegations in a timely and thorough manner.
3. Respond to complaints in a timely manner and provide the outcome of any investigation.

B. SUBMISSION OF COMPLAINTS

A customer or their representative can submit a complaint via telephone 707-234-6456, USPS (address shown below), email at gm@mendocinotransit.org, on the MTA website at <https://www.mendocinotransit.org>, on MTA social media (Facebook & Twitter) or in person at:

Mendocino Transit Authority
241 Plant Road
Ukiah, CA 95482

C. COMPLAINT INTAKE PROCESS

1. MTA drivers are prohibited from accepting complaints from customers and instructed to inform customers of MTA's complaint policy.
2. 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.
3. The complaint is entered into MTA's Customer Service Database by MTA's Administrative Office Representative upon receipt and forwarded to the appropriate department head or the General Manager if it is deemed "high-priority" and/or related to ADA and Title VI compliance.
4. Any complaint that alleges discrimination based on Title VI or ADA compliance should be labeled "Title VI or ADA Complaint" and sent to:

General Manager
241 Plant Road
Ukiah, CA 95482
gm@mendocinotransit.org



D. CUSTOMER COMPLAINT INVESTIGATION AND CUSTOMER FOLLOW-UP

1. MTA maintains a separation of authority for the complaint investigation and resolution process.
2. For a complaint to be fully investigated, the customer or their representative must provide an address, telephone number, or email address. Complaints without contact information will be classified as comments.
3. The appropriate department head or General Manager will review the complaint for completeness and accuracy and contact the customer and/or their representative if additional details are needed for the investigation.
4. For all general complaints, remedial action (if any) is made within 10 (ten) business days. For all ADA and Title VI complaints, remedial action (if any) is made no later than 1 (one) business day from receipt of the complaint.
5. The customer and/or their representative will receive a response or determination related to their complaint in the mode they selected (phone, email, written letter) within 20 (twenty) days of the date of the complaint. If a customer chooses not to be contacted this is noted in the Customer Service Database.
6. If a customer disagrees with the determination made by MTA, the customer 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 customer believes the decision was in error. The appeal letter should be sent to:

General Manager
241 Plant Road
Ukiah, CA 95482
gm@mendocinotransit.org

E. COMPLAINT TRACKING AND RECORD RETENTION

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