

BALDWIN REGIONAL AREA TRANSIT SYSTEM
COMPLAINT POLICY AND PROCEDURES

It is the policy of the Baldwin Regional Area Transit System to operate the public transportation program in an open and fair manner for employees, passengers, other transit providers, and the general public. No employee, passenger, other transit provider, or the general public will be discriminated against or suffer any reprisals from making a complaint. *Complaints must be in writing and specific.* Vague or general charges of unfairness that are not substantiated by facts will not be processed. When an allegation is made that a specific violation, misinterpretation, or inappropriate act has occurred the following steps should be taken to resolve the issue. Baldwin Regional Area Transit System will resolve the complaint within fifteen business days of the date of receipt of the written complaint.

Baldwin Regional Area Transit System's
Employee Complaint Policy

If an employee has issue with another employee, passenger, or other member of the general public, he or she should bring the matter to the attention of a Supervisor or similar authority within 3 days of the occurrence. *Complaints must be specific and in writing.* If the complaint involves the Supervisor or similar authority, the employee should address the issue with the Transit System Director. The Supervisor or similar authority will listen to all parties involved in the situation, investigate with outside sources if necessary, and resolve the matter within fifteen business days of the receipt of the written complaint. If the Supervisor or similar authority cannot resolve the matter, it will be brought to the Transit System Director for resolution. If the matter is not satisfactorily resolved at this point, the next higher authority will be consulted. If the employee does not feel the matter has been resolved at this point, the Personnel Director or similar authority should be consulted, and the matter brought before the Personnel Board or similar authority if necessary.

Baldwin Regional Area Transit System's
Passenger Complaint Policy

If a passenger has issue with a Baldwin Regional Area Transit System's employee, another passenger, or other member of the general public, he or she should bring the matter to the attention of the Operations Department or similar authority within 3 days of the occurrence. *Complaints must be specific and in writing.* If the complaint involves the Operations Department or similar authority, the passenger should address the issue with the Assistant Director of Transportation. If the complaint involves the Assistant Director of Transportation or similar authority, the passenger should address the issue with the Transit System Director. The Assistant Director or similar authority will listen to all parties involved in the situation, investigate with outside sources if necessary, and resolve the matter within fifteen business days of the receipt of the written complaint. If the Assistant Director or similar authority cannot resolve the matter, it will be brought to the Transit System Director for resolution. If the matter is not satisfactorily resolved at this point, the next higher authority will be consulted. If the passenger does not feel the matter has been resolved at this point, the Baldwin Regional Area Transit System's Liaison or similar authority should be consulted, and the matter brought before the entire Baldwin County Commission if necessary.

Baldwin Regional Area Transit System's
Private Transit Operator Complaint Policy

If a private transit operator has issue with Baldwin Regional Area Transit System, he or she should address the matter with the Transit System Director within 3 days of the occurrence. *Complaints must be specific and in writing.* The Transit System Director will investigate and resolve the matter within fifteen business days of the receipt of the written complaint. If the matter is not satisfactorily resolved at this point, the next higher authority will be consulted. If the private operator does not feel the matter has been resolved at this point, the Baldwin Regional Area Transit System's Liaison should be consulted, and the matter brought before the entire Baldwin County Commission if necessary.

Baldwin Regional Area Transit System's General Complaint Policy

If a member of the general public has a complaint with a Baldwin Regional Area Transit System employee, policy, or other issue, he or she should bring the matter to the attention of the Operations Department or similar authority within 3 days of the occurrence. *Complaints must be specific and in writing.* If the complaint involves the Operations Department or similar authority, the member of the general public should address the issue with the Transit System Director. The Operations Department or similar authority will listen to all parties involved in the situation, investigate with outside sources if necessary, and resolve the matter within fifteen business days of the receipt of the written complaint. If the Operations Department or similar authority cannot resolve the matter, it will be brought to the Transit System Director for resolution. If the matter is not satisfactorily resolved at this point, the next higher authority will be consulted. If the member of the general public does not feel the matter has been resolved at this point, the Baldwin Regional Area Transit System's Liaison or similar authority should be consulted, and the matter brought before the entire Baldwin County Commission if necessary.



Remember:

**Let's Use Criticism and Complaints as Stepping Stones
To Improve Our Transit Program.**