



Three Rivers Community Action, Inc.
Hiawathaland Transit
Complaint Reporting Procedures

July 2017



Hiawathaland Transit has adopted an internal complaint procedure providing for prompt and reasonable resolution of any and all complaints. Company Policy may be examined by the *Director of Transportation* who has been designated to direct the efforts of Hiawathaland Transit to comply with internal complaint procedures.

Any person who believes she or he has been subjected to unfair practices may file an incident report under this procedure. Hiawathaland Transit will not retaliate against anyone who files a complaint or cooperates in the investigation of said complaint.

Procedure:

- Complaints must be submitted to the *Director of Transportation* within *7 days* of the date the person filing the complaint becomes aware of the alleged incident.
- All complaints must be submitted in writing, containing the name and address of the person filing it. The complaint must state the problem and the desired solution. (Hiawathaland Transit staff will provide language interpreters and/or assistance to those needing help completing a written complaint).
- The *Director of Transportation* shall issue an investigation of the complaint. This investigation may be informal, but it must be thorough, allowing all interested persons an opportunity to submit evidence relevant to the complaint. A decision on the incident will be issued no later than 30 days after the original filing.
- The availability and use of this complaint procedure does not prevent a person from filing a formal complaint with the U. S. Department of Health and Human Services, Office for Civil Rights.

Three Rivers Community Action, Inc. will not discriminate because of ethnicity, race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, membership or activity in a local human rights commission, or status with regard to public assistance.



INCIDENT/COMPLAINT FORM

CUSTOMER INFORMATION

Date: _____

Customer Name: _____

Customer Phone Number: _____

Customer Address: _____

Employee(s) Involved: _____

COMPLAINT/INCIDENT DETAILS

Only complaints submitted in writing will be accepted. Please do not call the dispatch center. Complete the form and mail to the address listed below or fax to 507-732-8547 as soon as possible. All complaints/reports of incidents will be addressed internally within 48 hours of receipt.

Indicate your incident/complaint in the space provided below:

MAIL INCIDENT/COMPLAINT FORM TO:

Three Rivers Community Action, Inc.
ATTN: Transportation Director
1414 North Star Drive
Zumbrota, MN 55992