



# COMPLAINT RESOLUTION POLICY

## Complaints

Any individual or agency may file a complaint with the County if they believe a policy or procedure is being violated. All complaints will be evaluated and responded to.

Any individual pursuing a complaint may be accompanied or assisted by an advisor/advocate of their choosing.

Confidentiality and privacy of sensitive information will be maintained, as applicable, during all complaint procedures to the degree permissible by law.

The Complaint Procedures shall be made available to the public on Collier Area Transit Website at [www.goCATbus.com](http://www.goCATbus.com) and/or printed upon request.

## Complaint Procedures

Complaints made be made via phone, mail, email, internet or in person. A form is available to the public online [www.goCATbus.com](http://www.goCATbus.com). All complaints must be documented and will be taken seriously and investigated thoroughly.

Complaints received verbally shall be transferred to the Public Transit & Neighborhood Enhancement (PTNE) main number at 252-5840 for processing . The complaint shall be captured on the Customer Complaint and Commendation Form attached to this procedure as Appendix I. As much information should be obtained as available and all applicable fields should be completed. The form should describe the incident or complaint in a detailed manner limiting information to just factual statements avoiding opinions if possible. The completed form will be assigned a unique identification number for tracking purposes and the complaint will be assigned to the appropriate staff for investigation.

Operational Complaints will be sent via e-mail to the General Manager and the supervisor of the respective service for handling. General service complaints such as, bus stop location and accessibility, facility accessibility, or level of service will be sent to the Transit Manager for a response.

Complaints will be investigated according to the standardized procedure established below. The responsible Manager will establish findings of fact and provide a formal response.

Staff receiving the complaint will ensure:

1. Complaint is dated and time stamped based on the time the call is received.
2. Allow the reporter to maintain anonymity or if willing, record the reporting individuals name and contact information.
3. The reporting is asked if they would like to receive a follow up after investigation.
4. A complete description of the issue is documented with no leading questions.

5. Document the Date and time of Occurrence.
6. Identify service being provided and any vehicle information known.
7. Record the names and contact information of others involved.

## Complaint Investigation

The Manager will be responsible for completing a thorough investigation to determine the finding of fact. Such investigation shall include pulling available video from vehicles or facilities; interviewing all parties involved; and reviewing all applicable policies and procedures to determine whether:

1. An employee violated Policies;
2. An employee's actions were a safety or security violation;
3. The actions of an employee caused the event or issue and could have been prevented; or
4. Any Customer Service Procedures were violated.

Based on the complaint the responsible Manager shall use the tools made available to the them to factually document the findings. The General Manager will present the results of the investigation in a formal response to the PTNE Transit Manager/PTNE Director. Once the formal response has been reviewed the responsible Manager shall contact the reporter based on the preferred method of communication documented on the complaint form.

## Complaint Documentation – Appendix A

County staff will record all complaint information in a Complaint Log. The Complaint Log will contain the primary information of each complaint. The primary use of the log is to quantify the number and type of each complaint for the year. The Complaint Log will record the following information:

1. Date/Time
2. Category of Complaint
3. Resolution
- .

## Complaint Retention Policy

The PTNE staff will maintain a log of all complaints filed and track to make sure that they are responded to timely. The Complaints and all supporting videos/evidence shall be retained electronically on a shared drive (M:\Investigative Reports). Completed complaint forms and Complaint Logs shall be kept in electronic form for at least five years.

## Complaint Training:

All Customer Service, Dispatchers, and staff receiving phone call will be trained to document complaints. At minimum, the following training will be provided.

- › Actively listen and makes notes - Concentrate solely on what the customer is telling you, making notes of the key facts and their concerns so you have a record of the conversation to refer to in the future.
- › Don't interrupt the customer, stay calm and in control, recognizing you are representing the County and your organization. This should not be taken personally. In a supportive but concerned tone of voice, you may demonstrate active listening and empathy to the customer through the use of a few small statements such as "I understand", or "I'm sorry to hear that". It is recommended that you paraphrase what you have been told using phrases like, "What I heard you say is..." All of these help the customer feel heard while ensuring you are capturing the information accurately.
- › Acknowledge the customer's concerns and thank them during an appropriate time (during a natural pause), in recognition of the distress this may have caused the customer. Thank them for bringing this matter to your attention, further acknowledging your concern and the desire to be part of the solution.
- › Apologize for the impact or the inconvenience caused; empathize with the complainant concerning the failure to deliver the level of service expected. By saying 'sorry' you are again demonstrating to the customer that you are genuinely sorry that this has happened to them and demonstrating that you wish to put things right.
- › Ask questions and summarize your understanding. The questions should be structured with the intent to collect all the facts needed to understand what has happened and to identify how best to resolve the situation. Be sensitive to the fact that the caller may be very upset so don't press the caller. Ask a combination of open (what, how, who, why, where and when) as well as closed questions (for example, "did you?", "is he?") to confirm the key facts and glean the information you need. Summarize your understanding back to the customer to ensure you are clear of the facts and to give the opportunity to the customer to share any further facts they may have omitted.
- › Agree and explain the actions you will take because of their complaint. Be sure to only commit to the steps/actions that you have the authority to take. Explain what you will personally undertake to resolve the complaint, including when you will get back to them. Remember to be realistic about timescales, do not over promise. It is always better to under promise and over deliver rather than the other way around. Take ownership of the complaint, but should you need to involve a colleague, explain to the customer who will be in contact with them, and provide the individual's name and job role.

- › Prior to ending the call ask for feedback on the next steps - Check that the customer is happy with the suggested actions you have committed to. Where appropriate, ask the customer if there is anything further that they think you could do at this stage to help them.
  
- › Review actions in line with Compliant procedures, which could involve:
  - recording the complaint
  - ensuring that all actions have been taken and no details missed
  
- › Assess preventative measures:
  - Review procedures with your team leader or manager to ensure future mistakes are not made and we learn from each complaint to enhance our customer service experience.

## Appendix I



### Form Received

**Date:** Date    **Time:** Time    **Received By:** Name.    **Report ID:** Enter Id

### Person Filing

**Name:** Click here to enter text.

**Phone #:** Click here to enter text.

**Email:** Click here to enter text.

**Address:** Click here to enter text.

**City:** City    **Zip Code:** Zip

**Want a call back:** Choose    **Communication Preference:** Choose a Preference.

*If completing for someone else*

**Passenger Name:** Click here to enter text.

### Details

**Service:** Service    **Route:** Route    **Date of Occurrence/Time:** Enter Date /Time

**Location:** Click here to enter text.

**Nature:**

- ADA Accessibility    Safety    Fare    Cleanliness    Discourteous    Securement    No Show/Missed Trip  
 Late    Early    Ride Time    Routing    Compliment    Suggestion    Staff Error/Mis-Information  
 Vehide    Other

**Description:**

Click here to enter text.

### Response

**Investigation Results:**

Click here to enter text.

**Investigated By:** Click here to enter text.

**Valid/Not Valid:** Choose an item.    **Action taken:** Click here to enter text.

**Date of Response:** Enter Date

**Response by:** Click here to enter text.

**Response Type:** Click here to enter text.