

## TranGO

### Comment and Complaint Policy

TranGO welcomes all comments or complaints because they help us improve our service to you. Your comment or complaint may be about services, discrimination, or any issue you find important. If you wish to make a complaint or have a comment, please feel to contact Kelly Scalf at any number listed on this brochure, e-mail

[kscaif@okanogantransit.com](mailto:kscaif@okanogantransit.com), or write to:

TranGO , P.O. Box 507, Okanogan, WA 98840

It is the policy of TranGO to accept and consider written customer comments and complaints when a customer, their guardian or legal representative feel they have been treated unfairly, discriminated against, have not received services they believe they are eligible for or otherwise feel aggrieved by an employee of TranGO. All complaints will be investigated promptly and in as impartial and confidential manner as possible, and timely resolution of each complaint communicated to the parties involved as outlined in the TranGO Complaint Procedure. Retaliation against customers for bringing forth a complaint or providing information about discrimination is strictly prohibited.

Customer Comment and Complaint forms will be made available on buses, in passenger guides, and upon request. If a customer is unable to submit a written form, TranGO staff will provide assistance as needed.

P.O. Box 507, Okanogan, WA 98840 (Mailing)  
303 2nd Ave S, Suite A, Okanogan, WA 98840 (Physical)

Telephone: 509-557-6177

Email: [kscaif@okanogantransit.com](mailto:kscaif@okanogantransit.com)



### TranGO Complaint Procedure

Complaints must be submitted within 60 days of any alleged discrimination or action.

When a complaint is received, the staff person receiving it will immediately route it to the CEO, and appropriate supervisor for review.

The Supervisor will conduct an investigation (or the CEO if the complaint is connected to a Supervisor) and report their findings to the CEO with recommendations for next steps. The Supervisor will provide a written decision to the complainant within 10 days.

The complainant may appeal the decision by contacting the CEO and providing specific reasons why the initial decision is not satisfactory.

A decision becomes final when:

- The customer accepts the decision or withdraws the complaint.
- Upon final determination of an appeal to the CEO.

Okanogan County Transit Authority is committed to ensuring that no person is excluded from participation in, or denied benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI Federal Transit Administration (FTA) Circular 4702.1A. If you believe you have been subjected to discrimination under Title VI, you may file a complaint.



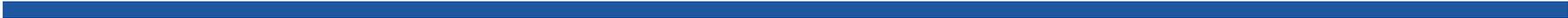
**TranGO**  
TRANSIT FOR GREATER OKANOGAN

## TELL US HOW WE ARE DOING

Customer Concerns, Complaints, and  
Comments



Tel: 509-557-6177



Date : \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_ City, \_\_\_\_\_ Zip code \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Please Circle One:            Comment            Suggestion            Complaint            Discrimination Report

Please fill in as much information as you know :

Date/time of the incident/event: \_\_\_\_\_

Name of driver/staff person (or description) \_\_\_\_\_

Vehicle type (and number if available) \_\_\_\_\_

Please describe what happened:

