

## 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 the General Manager at any number listed on this brochure, or write to: TranGO, PO Box 507, Okanogan, WA 98840 (509) 557-6177

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. Timely resolution of each complaint will be 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.



### 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 General Manager (GM), and appropriate Supervisor for review.

The Supervisor will conduct an investigation (or the General Manager if the complaint is connected to a Supervisor) and report their findings to the General Manager 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 General Manager 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 GM.

PO Box 507, Okanogan, WA 98840 (Mailing)

303 2nd Ave S, Suite A, Okanogan, WA 98840 (Physical)

Phone: (509) 557-6177

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



# TranGO

TRANSIT FOR GREATER OKANOGAN

## TELL US HOW WE ARE DOING

Customer Concerns, Complaints, and Comments



Tel: 509-557-6177

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

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

Mailing Address: \_\_\_\_\_ City \_\_\_\_\_ Zip code \_\_\_\_\_

Phone(s): \_\_\_\_\_ Email: \_\_\_\_\_

Please Circle One:            Comment            Suggestion            Complaint            Discrimination Report

Please fill in as much information as you know :

Date/time of the incident/event (if applicable): \_\_\_\_\_

Name of Route/Location/Driver/Staff Person etc. \_\_\_\_\_

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

Please describe what happened or provide specific detail:

How could we better serve you?

