**Yamhill County Transit Area (YCTA)**

**Consumer Complaint / Comment Report**

**Complaint, Grievance & Appeal Process**

**(Please read the following Complaint, Grievance & Appeal Process Policy & Procedures below)**

**(Please Print Clearly)**

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| **Consumer Complaintant’s Name** | | **Today’s Date** |
| **Address** | | |
| **City / State / Zip Code** | | **Telephone** |
| **Date & Time of Incident** | **Route** | **Bus No.** |
| **Driver’s Name and/or Description** | | **\_\_\_\_ ADA Related**  **\_\_\_\_ Non-ADA Related** |
| **Nature of Complaint/Comment** | | |
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| **Consumer / Complainant’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  For a complaint to be acted upon, it must be documented in writing with the complainant’s signature and address. The initial complaint, whether verbal or written, should be directed to Yamhill County Transit Manager within sixty (60) days. Forms are available on all YC Transit vehicles, and the YC Transit website [www.YCBus.org](http://www.YCBus.org). If the complaint is against the service of an employee of Yamhill County’s Service Provider (contractor), the complaint will be forwarded to the Contract Manager for investigation and dispostion. The contract Manager will respond to the complaint, if required, and within thiry (30) days will forward to Yamhill County Transit Manger to forward to complainant. A copy of the disposition of the complaint will be kept on file at the YC Transit offices. Disciplinary action taken upon contracted emplyee is subject to the contractor’s personnel policy, and the provisions of the service contract. Should the complainant not be satisfied with the resolution of the complaint, an appeal can be made to the Yamhill County Administrator and Yamhill County Commissioners, 434 NE Evans Street, McMinnville, OR 97128.  **Alternate formats are available upon request. If you require assistance completing this form, or need this form in an alternate format please call: 503-474-4910.** | | |