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)

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						
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, 535 NE 5th Street, McMinnville, OR 97128, 503.474.4910 or email thompsonc@co.yamhill.or.us, within one hundred and eighty (180) days. Forms are available on all YC Transit vehicles, and the YC Transit website www.YCBus.org . For translation or alternative formats please call 503.474.4910 or Text to Voice (TTY) 711. 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 disposition. 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.