

# APPENDIX 2



## 1A: System Wide Policies

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### 1.A.2 Customer Service Comment Policy and Procedure

Approved by GTA Board: 3/22/11  
Revised: 1/30/13

#### Policy:

It shall be the responsibility of every employee of the City of Greensboro/Greensboro Transit Authority and its contractor(s) to treat all customers in a courteous and professional manner, and to respond to all comments or grievances within 24 hours.

#### Implementing Procedure:

All customer comments, whether received via a phone call, voice mail message, written correspondence or other source, shall be processed as follows:

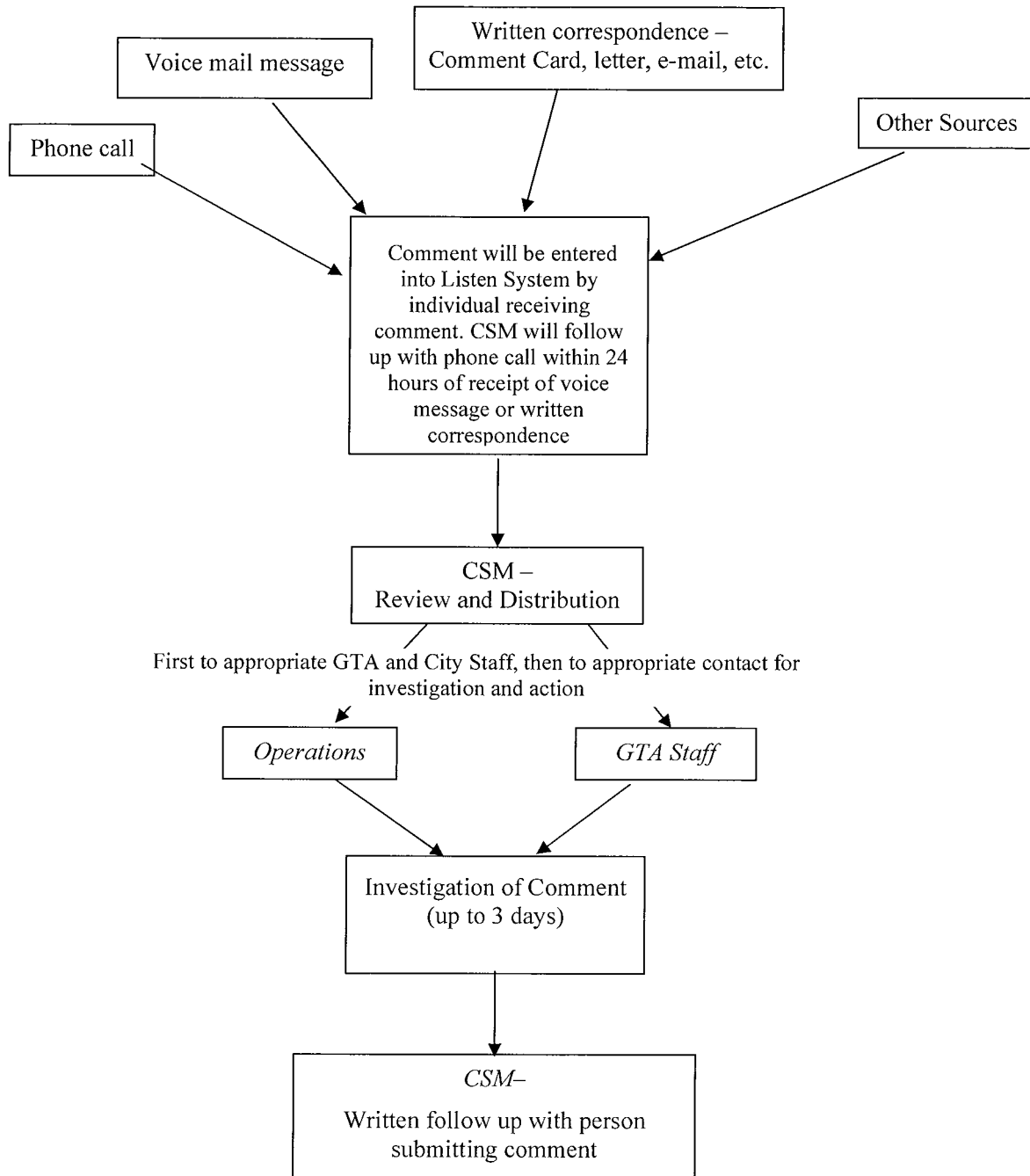
- The individual receiving the customer comment will enter it into the GTA Customer Service software known as Listen.
- The GTA Customer Service Manager, a.k.a. CSM, or designee, will respond to all comments with a phone call within 24 hours to acknowledge receipt and to clarify any missing information. If a phone number is not available, the CSM will provide a written response via e-mail or regular postal service, acknowledging receipt and pending investigation of the complaint.
- The CSM, or designee, will forward the comment internally to the appropriate GTA and City staff persons via e-mail.
- The CSM will then review the comment and, if an investigation is needed, have the appropriate staff person to investigate. (Any commendations will be shared with the employee being commended and filed accordingly.)
- Following the investigation, the staff person will forward a written response explaining the corrective action taken to the CSM within 3 working days. The

investigation shall take no longer than 3 working days; however, depending on the incident, a longer period may be warranted. The need for an extended investigation period shall be communicated to the CSM, the appropriate City staff and GTA staff.

- If an extended time period is needed for the investigation, the CSM, or designee, will communicate in writing to the person filing the grievance that the matter is still under investigation.
- Once the investigation is complete, the CSM, or designee, will first call, then mail a formal letter to the person filing the grievance indicating the outcome of the investigation. A copy of the formal letter will also be sent to the appropriate City and GTA staff person(s).
- If the grievance is determined to be valid, the CSM, or designee, will issue a complimentary pass along with her written response. Complimentary passes, however, will not be issued for situations that are beyond the control of GTA (refer to Policy 1.A.16 – Transit Services Complimentary Pass Policy and Procedure).
- The CSM will maintain complete files in GTA’s Customer Service Listen database on all comments received and the action taken.

## *Customer Service Comment Procedure*

*For receiving, tracking, and acting on customer comments*





**Title VI Civil Rights  
Complaint Form**

**Section I**

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

Address: \_\_\_\_\_  
Street City State Zip

Telephone Numbers:

Home: \_\_\_\_\_ Work: \_\_\_\_\_ Other: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Accessible Format Requirements?

Large Print: Yes \_\_\_\_\_ No \_\_\_\_\_ Audio Tape: Yes \_\_\_\_\_ No \_\_\_\_\_

TDD: Yes \_\_\_\_\_ No \_\_\_\_\_ Other: \_\_\_\_\_

The Federal Transit Administration (FTA) Office of Civil Rights is responsible for civil rights compliance and monitoring, which includes ensuring that providers of public transportation properly abide by Title VI of the Civil Rights Act of 1964, Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low Income Populations", and the Department of Transportation's Guidance to Recipients on Special Language Services to Limited English Proficient (LEP) Beneficiaries.

**Section II:**

Are you filing this complaint on your own behalf? Yes \_\_\_\_\_ No \_\_\_\_\_  
(If you answered "yes" to this question, go to Section III)

If not, please supply the name and relationship of the person for whom you are complaining:

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

Please explain why you have filed for a third party. \_\_\_\_\_

\_\_\_\_\_

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. Yes \_\_\_\_\_ No \_\_\_\_\_.

**Section III**

Have you previously filed a Title VI complaint with GTA? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, what was your GTA Complaint No? \_\_\_\_\_

(Note: This information is needed for administration purposes; we will assign the same complaint number to the new complaint.)

Have you filed this complaint with any of the following agencies? Yes \_\_\_\_\_ No \_\_\_\_\_

(If you answered yes, who did you file the complaint with?)

Federal Transit Administration: \_\_\_\_\_ U. S. Department of Transportation: \_\_\_\_\_

Indiana Dept. of Transportation: \_\_\_\_\_ Department of Justice: \_\_\_\_\_

Equal Employment  
Opportunity Commission: \_\_\_\_\_

Have you filed a lawsuit regarding this complaint? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, please provide a copy of the complaint form. (Note: This above information is helpful for administrative tracking purposes. However, if litigation is pending regarding the same issues, we defer to the decision of the Court.)

**Section IV:**

Complaint is against: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

**Attached is a blank sheet of paper to describe your complaint. Please use additional sheets if necessary.**

**Section V:**

Please sign here: \_\_\_\_\_ Date: \_\_\_\_\_

**(Note: We cannot accept your complaint without a signature)**

**Please mail your completed form to:**

**Greensboro Transit Authority  
Title VI Coordinator  
223 W. Meadowview Road  
Greensboro, NC 27406**

## COMPLAINT DESCRIPTION

(You should include specific details such as names dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations.)

## **Appendix 2 - Record of Title VI Investigations, Complaints, and/or Lawsuits**

In accordance with 49 CFR Section 21.9(b), GTA maintains a record of all Title VI investigations, complaints and/or lawsuits. There were no Title VI investigations, complaints or lawsuits active or pending with GTA during this period.