



SHAWNEE MASS TRANSIT DISTRICT

1001 WEST VINE STREET, VIENNA, ILLINOIS 62995 • Phone: 618-658-8380/866-577-6278 Fax: 618-658-8398

CUSTOMER COMPLAINTS PROCEDURE

Policy

Shawnee Mass Transit District (SMTD) recognizes the value in customer complaints and views such feedback from our ridership as an opportunity to review and evaluate the services we deliver. All SMTD employees are expected to handle customer complaints with the utmost professionalism and maintain strict confidentiality.

Procedure

1. Complaints may be made in person, over the telephone or in writing at the customer's discretion. Anonymous customer complaints will not be accepted.
2. All complaints will be treated seriously but will be dealt with at the lowest operational level in order to resolve the complaint promptly. In all cases, the staff member receiving the complaint will record the nature of the complaint and any action taken in the Complaints Record and notify their Department Manager that a complaint has been made.
3. The staff member receiving the initial complaint will attempt to resolve the issue in the first instance. If the issue cannot be resolved for the customer at this level, the staff member will inform the complainant of the complaints process and advise them that they may speak to a Department Manager or Customer Care Representative.
4. Department Managers and Customer Care staff should document significant complaints using a Complaint Form, e.g., allegations of serious employee misconduct, reckless driving, sexual harassment, prejudice or any other major violation of company policy. Such complaints warrant immediate escalation of the complaint to an appropriate member of the senior administrative staff, i.e., Operations Director, Human Resource Manager, Chief Financial Officer or Executive Director.
5. Person(s) affected by the complaint should be fully informed of all facts and given the opportunity to put forward their case. The member of the administrative staff investigating the complaint will document all relevant information regarding the matter and determine whether further escalation to the Executive Director is required. In appropriate circumstances (e.g., the complaint involves matters of SMTD policy) the Executive Director may then bring the matter to the SMTD Board of Directors for review and possible action.
6. If possible, all complaints should be resolved within fourteen (14) days. The Customer will be informed of the outcome of their complaint and asked for their feedback on the complaints procedure.
7. The Program Compliance Oversight Monitor (PCOM) will perform a monthly review of all recorded complaints and compile a report for the Executive Director's consideration.