Grant Transit Authority

Customer Complaint Policy

Grant Transit Authority is committed to providing reliable, safe, and satisfying transportation options for the community. Customers of the Grant Transit Authority are a fundamental aspect of our business and as such, their feedback is crucial to the growth and development of the agency.

The Grant Transit Authority customer Complaint Policy has been established to ensure that riders of the system have an easy and accessible way to provide feedback to the agency. Grant Transit Authority is open to hearing any customer feedback including complaints, comments, suggestions, or concerns.

Contacting Grant Transit Authority: Riders can contact Grant Transit Authority in the following ways:

1. **US Mail:** Riders can mail their feedback to the Grant Transit Authority Administrative Office at PO Box 870, Moses Lake, WA 98837.
2. **Feedback Line:** Riders can contact the Grant Transit Authority toll free at 888-482-2877. This line is available 24 hours a day, seven days a week.
3. **E-Mail:** Riders can contact the Grant Transit Authority by e-mail at gta@granttransit.com.
4. **Fax:** Riders can send written feedback by fax to 509-350-8203.
5. **Language Line:** For riders who speak a language other than English or Spanish, Grant Transit Authority will utilize the services of the Language Line to facilitate the call.
6. **Web Site:** Riders can offer feedback on the Grant Transit Authority Web Site at www.granttransit.com.

Feedback Review Process: All feedback from customers is valued and will be reviewed by the Administrative Services Manager and/or the Operations Manager. After review, the customer communication will be forwarded to the appropriate agency representative(s) for follow-up.

1. Customer concerns, complaints, or employee commendations will be forwarded to the appropriate department manager.

2. Recommendations for service or system modification will be sent to the Operations Manager.
3. Questions regarding discrimination or bias will be sent to the agency Department Manager and General Manager.

Feedback Acknowledgement: Anyone who submits a comment, complaint, or service suggestion to the Grant Transit Authority shall receive a response provided they give legible contact information.

- Feedback sent via mail or fax will receive a response within seven business days.
- E-mail, phone, or web originated messages will be returned within 72 hours.

Customer Appeals Process: Any person who is dissatisfied with the response they receive from the Grant Transit Authority is welcome to appeal the decision. A review team consisting of the General Manager, a rider representative and one other staff member will review customer appeals.

Information about Policy: Information about the Customer Complaint Policy, including how to submit a complaint, will be made available to riders:

1. When customers are approved for ADA paratransit service (ACCESS).
2. When customers are re-evaluated for ADA paratransit service (ACCESS) or if customers are not re-evaluated, every two years.
3. On comment cards available on all transportation vehicles.
4. At the Grant Transit Authority Administrative Office.
5. On the website, www.granttransit.com

Reporting: The General Manager shall compile a summary of rider responses for the Board, staff, and employees for use in reviewing and evaluating service.

Tracking: The Grant Transit Authority shall maintain a tracking system for all feedback from customers that provides a unique identification of each customer communication and allows ready access to information on the status of the comment at any time.

Protection from Retribution: Customers of the Grant Transit Authority should be able to submit feedback without fear of retribution from the agency. If a rider feels like they are being treated unfairly in response to the feedback that they provided, they should contact the Grant Transit Authority Administrative Services Manager. Grant Transit Authority will appropriately discipline any employee that retaliates against a customer.

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