

BELOIT TRANSIT ADA COMPLAINT PROCEDURE

June 2021

Beloit Transit is committed to providing safe, affordable, and dependable specialized transportation to all customers including individuals with a disability. If for any reason a person feels that they have been treated unfairly or wrong then customers are encouraged to register a complaint with Beloit Transit. A thorough and prompt investigation of all complaints shall be conducted by Beloit Transit. Customers filing a complaint will remain anonymous.

Complaint Process:

- All persons who wish to file a complaint should contact our administrative office by calling (608) 364-2870 or in person at 1225 Willowbrook Rd, Beloit, WI.
- An "Incident Report" should be filled out on all complaints received.
- The complaint will then be logged into the "Accident/Injuries/Complaint log spreadsheet.
- The Transit Supervisor will investigate the nature of the complaint both with the customer(s) and the alleged offender(s).
- The Transit Supervisor will contact the customer with the results of the complaint and offer corrective action as a result of the incident no later than five (5) working days from the original date of the complaint.
- The Transit Supervisor will record the results of the complaint on the Incident Report and in the spreadsheet log.
- The Transit Supervisor will file the complaint and a copy will be submitted to the Director of Transit.

NOTE: All ADA complaints shall be retained for a minimum of one year, paper copies kept on file. Summary of ADA complaints shall be retained for a period of 5 years, logged electronically on spreadsheet and saved.