



CUSTOMER COMMENT POLICY

Accessibility

People desiring to make comments to Valley Transit shall be able to do so in the following ways: in person, by telephone, fax, mail or e-mail.

All Valley Transit staff having public contact shall be provided training on the comment process. Comments will be received by the Customer Service Center at the Valley Transit main office, weekdays, from 8 am to 5 pm.

Acknowledgement

Anyone who submits a comment and provides a name, telephone number, address, or e-mail address shall receive an acknowledgement of the comment within seven (7) business days of receipt of the comment by Valley Transit.

Investigation and Follow-up

Complaints or concerns shall be assigned to a Valley Transit road supervisor for investigation and follow-up. Comments and/or suggestions about Valley Transit services will be assigned to staff responsible for service development or another appropriate department for investigation and follow-up.

Compliments

Compliments regarding individuals shall be forwarded to the employee and their supervisor for acknowledgement. Compliments for the agency shall be forwarded to the General Manager or designee.

Tracking

Valley Transit shall maintain a tracking system for all comments which provides a unique identification of each comment and allows ready access to information on the status of the comment at any time.

The comment process, i.e. data entry, assignment, tracking, follow-up, response, reporting, shall be managed by the Operations Department staff.

Responses

Valley Transit shall respond to the person making a comment within fifteen (15) business days of receipt of the comment. Should the period of time needed for response exceed fifteen days, the person making the comment shall be advised of the status, in addition to receiving a final response.

Responses shall be in the format requested, i.e. written, verbal, e-mail, and/or alternative or accessible format.

Reporting

Each customer comment will be provided to the Valley Transit Board of Directors in their monthly meeting material. A summary report will be provided to the Board of Directors quarterly.



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Non-Retaliation

Valley Transit shall ensure that the quality of service delivered to persons submitting comments to the agency will not, in any way, be negatively impacted by that submission.

Education and Outreach

Valley Transit shall provide information about access to the comment process to riders, employees, agencies that serve persons with special needs, and the general public in printed and electronic format.

- Valley Transit website with an e-mail link
- Schedules and Customer Information Guides
- Revenue Service Vehicles

Appeal Process

Valley Transit shall provide a formal appeal process to all persons who are unsatisfied with the outcome of their service comment.

Appeal responses shall be in the format requested, i.e. written, verbal, e-mail, and/or alternative or accessible format.

VALLEY TRANSIT CUSTOMER COMMENT APPEALS PROCESS

Action By:	Action:
Customer	1. Within 10 business days of receiving our response to your comment, the customer may submit in writing to the Operations Manager a detailed explanation of why the response received is unsatisfactory.
Valley Transit Operations Manager	2. Investigate and respond to the submitted appeal, within 7 business days.
Customer	3. If not resolved to your satisfaction, submit in writing to the General Manager, the reason(s) why the received appeal response is unsatisfactory within 7 business days.
Valley Transit General Manager	4. Investigate and respond to appeal submitted within 7 business days. The General Manager is the final level within the appeal process.