

## Complaint Policy Process

Regional Transportation Program is committed to providing reliable, safe, and satisfying transportation options for the community. Riders of RTP are a fundamental aspect of our business and as such, their feedback is crucial to the growth and development of the agency.

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

**Contacting RTP:** Riders can contact RTP in the following ways:

1. **US Mail:** Riders can mail their feedback to the RTP office at; COMPLAINT 127 St. John Street, Portland Maine 04102
2. **Phone:** Riders can contact RTP at 207-774-2666. RTP is open for business Monday through Friday 8:00AM to 4:00 PM
3. **E-mail:** Riders can contact RTP by e-mail at [customerservice@rtprides.org](mailto:customerservice@rtprides.org)
4. **Fax:** Riders can send written feedback by fax to 207-828-8899.
5. **Language Line:** For riders who speak a language other than English, RTP will arrange for a translator through a language line if necessary.
6. **Website:** Riders can offer feedback on the [RTP's Facebook page](#).

**Feedback Review Process:** All feedback from riders is valued and will be reviewed by the Transportation Supervisor. After review, the Transportation Supervisor will distribute the rider communication to the appropriate agency representative(s).

1. Rider concerns, complaints, or employee recommendations will be forwarded to the appropriate supervisor.
2. Recommendations for service or system modification will be sent to the Executive Director.
3. Questions regarding discrimination or bias will be sent to the Executive Director.

**Feedback Acknowledgement:** Anyone who submits a complaint or service suggestion to RTP shall receive a response provided they give legible contact information within 7 business days.

**Rider Appeals Process:** Any person who is dissatisfied with the response they receive from RTP is welcome to appeal the decision. A review team consisting of the Executive Director, the Operations Manager, and Member(s) of the Board of Directors and Community Coordinator will review rider appeals.

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

1. At the main office
2. On the website

**Reporting:** The Executive Director shall compile a summary of rider responses for the board, staff, and employees for use in reviewing and evaluating service.

**Tracking:** RTP shall maintain a tracking system for all complaints from riders / agencies.

**Protection from Retribution:** Riders of RTP 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 RTP Operations Manager.



Name:
Address:
City/State/Zip:
Work Phone:
Home Phone:
e-mail address:
Nature of Comment: Suggestion Compliment Complaint Other
Date of Incident:
Time of Incident: _____ AM / PM
Bus Number/ Driver Name:
Location of Incident (Include nearest cross streets):
Employee Name:
Specific Suggestions or Report: