

PORTER COUNTY AGING AND COMMUNITY SERVICES, INC.

Complaint Policy

There are several types of complaints and our complaint form can be used for all types of complaints. These complaint forms with return envelopes are available in the brochure holders on every bus, at the main office, and the form is also available on our web site (portercountyacs.org). The form can also be requested by calling the Transportation Office (219-462-4302), the executive director (219-465-7144), or by emailing the executive director (bhindner@portercountyacs.org). **Help in completing this form is also available upon request. This form is also available in accessible format upon request.**

Types of Complaints

GENERAL COMPLAINTS about a driver or a bus should be processed by verbal communication with the dispatcher or by sending a complaint form to the transportation director or the executive director. Examples of general complaints: poor service or condition of the vehicle. These complaints will only be responded to if you request a response. They will be documented in order to determine if a pattern is developing. Complaints about a dispatcher should go directly to the executive director.

SPECIFIC COMPLAINTS are those dealing with specific incidents of unsafe driving, unsafe practices, and/or an unsafe vehicle. Examples of specific complaints: suspension of service, driving 40 MPH in a school zone, running a red light, or lights not working on a bus. A complaint of this nature will require a discussion by phone or a meeting with the complainant to verify details. The executive director will determine the appropriate course of action. A written communication describing the action taken to resolve the situation will be sent to the complainant.

CIVIL RIGHTS COMPLAINTS should be filed immediately in writing with the executive director. The complaint form should be marked ADA. The executive director will schedule a meeting with the person filing the complaint to start the process of filing a Federal Civil Rights Complaint.

APPEAL PROCESS: Any resolution of any complaints may be appealed. The appeal process begins with the executive director meeting with the complainant to clearly define the complaint and determine why the proposed resolution was not acceptable. The final step is to clearly define what the complainant sees as an acceptable resolution. If resolution can not be reached that is agreeable to both parties the complaint needs to be sent to the Executive Committee of the PCACS Board of Directors as they are responsible for ruling on all formal appeals. The chairperson of that committee will review any written documents with the committee members and a meeting will be scheduled with the complainant where the committee will attempt to resolve the complaint and inform the executive director of their decision.

SEE APPENDIX FOR COMPLAINT FORM