

ADA CONSUMER COMPLAINT AND INCIDENT PROCEDURES

Quality Customer Service is the primary goal of STEP Transportation. If at any time a consumer feels that they are not receiving quality service, they may follow the Consumer Complaint and Incident Procedures to voice their concerns. A complaint is considered a written or verbal expression of dissatisfaction by a consumer. This policy does not override appeal processes regulated by specific funding sources. Complaints may be simultaneously submitted with River Valley Transit Authority, The contracting agency for STEP Transportation's ADA Services.

Step 1

A grievance of a consumer should first be discussed on an informal basis with the Customer Service Representative assigned to handle customer concerns. Attempts should be made to solve the problem through a personal meeting or by telephone. The Customer Service Representative will fill out an incident form describing the grievance and send it to all concerned parties. A final incident form, including the results of any investigation including corrective action(s) if taken, will be sent to all concerned parties.

- ***For Step 1, please contact STEP Transportation at 570-323-7575.***
If the grievance is a suspension of transportation service, the service shall continue until the grievance is resolved or the grievance process is completed.

Step 2

Consumers should submit unresolved grievances in writing to the Program Director within a week following receipt of the completed incident report. The Program Director will meet with the consumer and attempt to resolve the matter. The Program Director will give the consumer a decision within two weeks.

- ***For Step 2, please send all correspondence addressed to:***
STEP Transportation Program Director, 2138 Lincoln Street, Williamsport, PA 17701.

Step 3

An appeal from the written decision of the Program Manager must be presented in writing to the Chief Human Resources Director within a week following receipt of the Program Director's decision. The Chief Human Resources Director will review the written appeal, and within two weeks will issue a decision. The Chief Human Resources Director's decision will be final on grievances not covered under other grievance or appeal processes through funding sources.

- ***For Step 3, please send all correspondence addressed to:***
Chief Human Resources Director, 2138 Lincoln Street, Williamsport, PA 17701

Step 4

Consumers may have other appeal rights depending on the consumer's eligibility status (funding source). If applicable, additional grievance or appeal rights will accompany the written decision from the Human Resources Operations Director. Program staff will assist the consumer, if requested, in the processing of other grievance or appeal processes.

Step 5

Should the consumer wish to continue the appeal process, Transportation staff will provide the required contact information and assistance in generating that appeal to the appropriate funding source contact.