



## **CITY OF TRACY TRACER COMPLAINT PROCESS FOR ADA, TITLE VI, AND OTHER COMPLAINTS**

All customer complaints and comments are included as a critical part of service monitoring. Complaints are reviewed and handled by Transit Coordinator/Title VI Coordinator/ADA Coordinator (Coordinator).

A complaint may be filed orally or in writing. Complaints are documented by the Coordinator. The complaint should identify the name of the person filing it (the complainant) as well as the complainant's contact information, and the description of the complaint.

An investigation, as may be appropriate, will follow the filing of a complaint. The investigation shall be conducted as directed by the Coordinator. Informal but thorough investigations will be conducted, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.

A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the Coordinator. A copy shall be forwarded to the complainant no later than twenty (20) working days after its issuance.

The Coordinator shall maintain the files and records of the complaints filed. The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be submitted within seven (7) calendar days of the original determination to the Coordinator. The Coordinator shall consider the complainant's request for reconsideration. The request shall be considered denied if no action is taken within ten (10) days after the date the Coordinator received the request for reconsideration.

The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as filing of an ADA complaint with the responsible federal department or agency.