

## **Lee-Russell Public Transit (LRPT) Complaint Procedures**

During the normal course of providing service to the community, it is possible that passengers and/or members of the public will desire to lodge complaints about the quality of transit service offered or the manner in which transit service is delivered. Every effort will be made to handle these issues quickly, courteously and fairly. All employees are reminded that everyone in the community has the right to express concerns about transit operations. One should also remember that the mere allegation of impropriety, however, does not establish proof that a violation has occurred. Every effort will be made to address and resolve customer complaints as quickly as possible but certainly within fifteen (15) business days.

Specifically, a "complaint" is an allegation by a member of the public that there has been a specific violation, misinterpretation, or inappropriate act by a member of Lee-Russell Public Transit. Vague or general charges of "unfairness" that are not substantiated by facts will not be processed through the dispute resolution system.

All complaints will be referred to the Transit Director, Lee-Russell Public Transit for investigation and resolution. Complaints specifically alleging inappropriate behavior by management personnel of Lee-Russell Public Transit will be referred to the Chief Executive Officer of the Lee-Russell Public Transit. The following steps are established to provide a framework for handling these issues.

Step One – The complaint is received by Lee-Russell Public Transit. Sufficient information is collected to allow an investigation and the individual is to be thanked for bringing the matter to the attention of the Lee-Russell Public Transit. Upon receiving the complaint, we will neither be defensive nor argumentative.

Step Two – Manager/CEO, Lee-Russell Public Transit will investigate the facts, as presented, develop additional facts, identify (where possible) the employee in question and determine what actually occurred.

Step Three – If the complaint has merit, Manager, Lee-Russell Public Transit will counsel the appropriate employee and take the appropriate progressive disciplinary steps.

Step Four – Where applicable, Manager, Lee-Russell Public Transit will respond to the individual filing the complaint within fifteen (15) business days. Depending on the desires of the individual and the nature of the complaint, this response may be either a telephone call (sufficiently documented) or a written response.

Step Five – For any egregious complaint, Manager, Lee-Russell Public Transit will advise the Chief Executive Officer, Lee-Russell Public Transit. A joint decision may be made to accelerate the disciplinary process or take other extraordinary actions to resolve the complaint.

Step Six – If the member of the public is not satisfied with actions taken locally or if they demand further action, these unresolved complaints will be referred to the Public Transportation Section of the Bureau of Multimodal Transportation, ALDOT in Montgomery. We will freely and promptly provide names, telephone numbers and addresses.

Mr. Joe Nix  
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Alabama Department of Transportation  
Bureau of Transportation Planning and Modal Programs  
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VOICE: (334) 353-6421  
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E-MAIL: [nixj@dot.state.al.us](mailto:nixj@dot.state.al.us)

Step Seven – If the member of the public is not satisfied with actions taken by the state, they may contact the Federal Transit Administration Regional Civil Rights Officer in Atlanta, Georgia. We will freely and promptly provide names, telephone numbers and addresses.

Mr. Frank Billue  
Regional Civil Rights Officer, Region IV  
Federal Transit Administration-Office of Civil Rights  
230 Peachtree Street NW, Suite 800  
Atlanta, Georgia 30303  
Office: 404.865.5628  
Fax : 404.865.5605  
Email: [frank.billue@dot.gov](mailto:frank.billue@dot.gov)

Step Eight – Transit Director shall maintain a log of Title VI complaints received. The log shall include the date the complaint was filed, a summary of the allegations; the status of the complaint; and actions taken in response to the complaint.

The entire issue of complaint resolution, whether it is one of our employees or a member of the public, is one of courtesy and common sense. We serve the public and they have a right to share their concerns with us. We will handle all complaints courteously and will not allow ourselves to “argue” about the merits of any complaint. In many instances, individuals merely want “to be heard”. We will give them that opportunity.