

Pueblo of Isleta Elder Center
Policy Manual
Transportation Management

SUBJECT: PASSENGER COMPLAINT/COMMENT	SECTION: Customer Service
EFFECTIVE DATE: September 5, 2013	REPLACES:
APPROVED BY: Pueblo of Isleta Elder Center Director	
APPROVAL DATE: September 5, 2013	

DIRECTIVE:

To establish a method for passengers to communicate complaints, compliments and suggestions.

PROCEDURE:

Example 1:

The local mechanism for resolving citizen complaints or questions dealing with the fairness of local procedures and decisions requires the complaint or question to be put in writing to the Operations Manager. The Isleta Elder Center will accommodate requests for the complaint procedure in alternative formats.

Within seven (7) days of the receipt of a question and/or complaint, the Operations Manager shall provide a written response to such questions or complaints.

Within seven (7) days of the receipt of such response, if the complainant remains unsatisfied with such response, the complainant may submit such question or complaint in writing to the Isleta Elder Center Director, along with a summary of the issue involved and copies of all communications heretofore generated.

Within thirty (30) days of the receipt of such question or complaint, the Isleta Elder Center Director shall convene a meeting to consider the question or complaint.

The Operations Manager will issue a final written decision within seven (7) days after the decision is made.

All complaints and/or disputes will be documented and placed in a file marked "Complaint File" and maintained by the Operations Manager.

Example 2

Passengers may call to lodge a complaint, make a suggestion or compliment an employee or the service.

The staff taking the information must document the details on the Comment Form (See Attachment F). After the comment form is completed, it must be forwarded to the Operations Manager within 24 hours. All customers will be handled with respect and in an expeditious manner.

Complaints that are serious in nature must immediately be brought to the attention of the Operations Manager.

The Operations Manager will immediately take appropriate action to begin an investigation to determine validity.

On all validated complaints the Operations Manager will contact the person that initiated the complaint within seven (7) days. The Operations Manager will provide the resolution in writing to the complainant within ten (10) days. Other alternative formats will be provided upon request.

If the complainant is not satisfied with the resolution, the complainant may take it to the Isleta Elder Center Director within thirty days of Operations Manager's written resolution.

The Isleta Elder Center Director will issue a final written decision within seven days after the meeting to discuss the complaint.

The Transportation Manager will ensure that appropriate retraining and/or disciplinary action occurs and is documented.

Compliments for employees or service will be posted on the employees' bulletin board. All thank you notes will also be posted.

Suggestions submitted will be discussed during staff meetings to determine the feasibility of the suggestion.

All Comment Forms will be logged in and tracked monthly.

RESPONSIBILITIES:

Responsibilities defined above.

