

**Greeley-Evans Transit
Grievance/Complaint Procedure
Adopted: January 19, 2018**

Purpose:

The purpose of the Greeley-Evans Transit Grievance/Complaint Procedure is to inform clients who request transportation and/or are provided transportation by Greeley-Evans Transit of their rights and obligations in the Greeley-Evans Transit Grievance/Complaint Procedure.

This procedure shall be considered as a voluntary compliance mechanism to provide the opportunity for residents of Greeley & Evans to appropriately correct physical facilities, programs, services, and or activities for compliance with various Federal and State transit regulations.

THE RIGHT OF A PERSON TO A PROMPT AND EQUITABLE RESOLUTION OF THEIR GRIEVANCE/COMPLAINT FILE HEREUNDER SHALL NOT BE IMPAIRED BY THE PERSON'S PURSUIT OF OTHER REMEDIES SUCH AS THE FILING OF AN ADA COMPLAINT WITH ANY OTHER AGENCY. USE OF THIS PROCEDURE IS NOT A PREREQUISITE TO THE PURSUIT OF ANY OTHER REMEDIES.

Complaint Process

A. Complaints must be communicated in writing within ten (10) calendar days after the alleged violation on the Greeley-Evans Transit Grievance/Complaint Report Form (see Exhibit A), which will be referred to as the "Report", by the client.

B. An authorized representative of the client can complete the Report for the client if necessary.

C. The client can file a report by calling and explaining in full detail the nature of the complaint to either of the following staff members:

1. Greeley-Evans Transit supervisor or manager or designee; or
2. City of Greeley Public Works Department Director or designee.

The staff member who receives the complaint will fill out the Report on behalf of the client. Once the Report is completed by the staff member who received the complaint, a copy of the Report will be sent to the client as proof of submission of the report. If the Report is completed by the Greeley-Evans Transit office, a copy of the Report must be sent to the City of Greeley Public Works Director's office.

- D. Once the Greeley-Evans Transit Office has received a copy of the Report, the office must submit a written response to the Report to the Public Works Director within seven (7) calendar days. The response should include documentation of the facts involved and, if applicable, any corrective action that will be taken to ensure that the problem does not occur again.
- E. Once the Director of Public Works has received the Report and the response from the Greeley-Evans Transit Office, the Director of Public Works will have fourteen (14) calendar days from the receipt of these documents to review, do further investigation as necessary (which may include but is not limited to a review of documentation, a meeting with the complainant, and a meeting with appropriate staff members) and render a written decision.
- F. A copy of the Director of Public Works' decision will be submitted to the complainant and to the Greeley-Evans Transit office.
- G. If the complaint response does not meet the satisfaction of the complainant, the complainant may file a written appeal of the response to the Greeley City Manager within fourteen (14) calendar days of the date of the Director of Public Works' decision. A copy of the appeal shall be sent to the Director of Public Works. If the complainant requires assistance to file the written appeal, such assistance may be received by calling the office of the Public Works Director.
- H. Upon filing of the appeal, the Director of Public Works shall forward to the City Manager a copy of the original complaint, a copy of the complaint response, and any supporting documentation. The City Manager will have fourteen (14) calendar days from the receipt of these documents to review, do further investigation as necessary (which may include but is not limited to a review of documentation, a meeting with the complainant, and a meeting with appropriate staff members) and render a written decision as to whether or not he or she is in agreement with the complaint response.
- I. The City Manager's written decision will be deemed a final decision of the City of Greeley. A copy of the decision shall be sent to complainant, to the Public Works Director, and to the Greeley-Evans Transit Office.
- J. If the decision of the City Manager sets forth recommended changes, the Director of Public Works or his/her designee shall develop a written plan for implementation of the recommended changes. Such written plan shall be sent to the City Manager for approval.

**GREELEY-
EVANS TRANSIT**

**GRIEVANCE
REPORT FORM**

January 19, 2018



**101 11th Avenue
Greeley, Colorado 80631
970-350-9287**

Greeley-Evans Transit Grievance Report Form

City of Greeley Transit Services Division
101 11th Avenue, Greeley, Colorado 80631

This form is to be used for filing grievances of potential Transit Service non-compliance with Federal or State transit regulations regarding physical facilities, programs or activities. For concerns regarding transit performance, such as a late bus, please utilize the GET Customer Service Card.

Please submit grievances to either of the following:

Ulysses Torres, Transit Manager, 970-350-9281;

E-Mail: ulysses.torres@greeleygov.com

Joel Hemesath, Director of Public Works, 970-350-9795;

E-Mail: joel.hemesath@greeleygov.com

Name of Person Making Report:		Home Telephone Number:
Address:		Work/Cell Telephone Number:
Date & Location of Problem:		
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Description of Problem:		
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(use reverse side if more space is needed)		
Signature of Person Making Report & Date:		Name of Person Making Report:
Copy of Report Mailed to Complainant & Date (if applicable)		Report Received at GET by (staff) & Date:
Report Copy Sent to Public Works Director & Date (if applicable)		Transit Response Date:
Public Works Director Decision Date:		Public Works Director Decision Sent to Complainant: ____ Public Works Director Decision Sent to Transit: ____
Appeal Filed Date:		City Manager Decision Date:
City Manager Decision Sent to Complainant: City Manager Decision Sent to Public Works: ____ City Manager Decision Sent to Transit: ____		
Notes:.		