

North Township Trustee's Office

Dial – A – Ride
Transportation Service

Complaints, Grievances and Appeal Process Policy

In the event of a rider complaint against the Dial – A – Ride department/staff, the following procedure is to be followed. The initial complaint, whether verbal or written, should be directed to the Transportation Director, within *ten working days*. If the rider is not satisfied with the resolution, an appeal can be directed to the North Township Chief Deputy within *ten working days*. If the rider is still not satisfied with the resolution, a final appeal to the North Township Trustee will be provided. The attorney representing the Township can be brought into the negotiations for final resolution of the complaint at any time during the process. All complaints and resolutions are to be documented in writing.

Policy statement available in alternate formats upon request