



Complaints/Comments Handling Policy and Procedures

Objective

Saginaw Transit Authority Regional Services (STARS) strives to maintain and enhance our reputation of providing safe, efficient, dependable and affordable public Transportation. We value feedback as it assists us in improving our services and performance.

STARS is committed to being responsive to the needs and concerns of our customers or potential customers and to resolving your complaint/comment as quickly as possible.

This policy has been designed to provide guidance for both customers and staff in regard to the manner in which STARS receives and manages your complaint/comment. We are committed to being consistent, fair and impartial.

The objective of this policy is to ensure:

- Awareness and Understanding of our complaint/comment logging and handling process.
- All complaints/comments investigated impartially with a balanced view of all information or evidence.
- Reasonable steps are taken to protect personal information.
- Complaints/Comments are considered on their merits, taking into account individual circumstances and needs

Contacting STARS

Passengers may contact STARS in the following ways:

- Completion of a feedback form on our website: www.saginaw-stars.com
- Telephoning Customer Service at 989-907-4008
- In writing to 615 Johnson St, Saginaw, MI, 48607

To help us investigate your complaint/comments in a timely, efficient manner please provide the following information:

- Your name and contact information
- Specifics regarding the complaint/comments; (route number, time, date etc.)

Acknowledgement and review Process

All passenger feedback is valued and will be carefully reviewed by the Manager of Transportation.

- Upon review, the Manager of Transportation will forward the passenger's complaint/comment to the appropriate manager.
 - Any complaint/comments that meet the federal threshold for Title VI will be documented, maintained in a log and referred to the General Manager for review.
 - Recommendations regarding service or system modification will also be sent to the General Manger for review.

- Upon receiving the complaint/comments the manager addressing the issue will then document his/her actions in the "Action/Recommendation" section of the form. Action may include interviews, investigation conducted, personal observation, phone calls made to the complainant and/or special letter sent.
 - Feedback received via mail can expect a response within seven (7) business days; feedback received by e-mail, phone or web will be given a response within five (5) business days.
 - All complaint/comment forms will be logged and utilized for review and evaluating services by the management team consisting of; the General Manager, Manager of Transportation, Safety/Training Coordinator and Operations Manager.