

# Southwest Oklahoma Community Action Group, Inc. – Southwest Transit

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## Complaint Procedure

The Southwest Transit program of Southwest Oklahoma Community Action Group, Inc. is responsible for ensuring that it complies with several civil rights laws and programs, including Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, as amended (ADA), the Disadvantaged Business Enterprise (DBE) program. Southwest Transit's objective is to provide professional, courteous, efficient transportation free from discriminatory practices. The following policy outlines the process for recording, investigating, responding to, and maintaining complaints.

### Objectives:

The objectives of the complaint procedures are to:

- Provide an opportunity for customers to report any actions by Southwest Transit that they believe violates their rights above.
- Document and investigate the allegations in a timely and thorough manner.
- Provide a timely response to the customer.

### Policy:

It is good practice to resolve customer concerns as quickly as possible. Most issues can be handled locally through the established complaint process. Southwest Transit and Southwest Oklahoma Community Action Group, Inc. prohibits retaliation against any customer for bringing a complaint under this policy or for participating in the complaint process.

### Procedure:

- Customer Service Representatives receive the complaint via telephone (580-482-5043), mail (Southwest Transit, P.O. Box 1088, Altus, OK 73522), e-mail ([exec@socag.org](mailto:exec@socag.org)), or in person at (1401 E. Ridgecrest, Altus, OK 73521).
- Complaints are taken up to 180 days past the date of the incident. Beyond that time, a complaint will be classified as a comment.
- Telephone complaints will be completed by a Customer Service Representative using the Telephone Complaint Form. Written complaints will use the Customer Complaint Form and be signed and dated by the complainant.
- In order for a complaint to be investigated, full contact information including name, address, and phone number or e-mail must be provided. Otherwise, the complaint will be filed as a comment.
- The complaint will be reviewed by an authorized representative within 3 business days for completeness. If further information is needed, the complainant will be contacted

for the necessary information. The remaining information must be submitted before further investigation occurs.

- The complaint will be designated as Title VI, ADA, DBE, or Other. The classification will determine how the complaint is processed.
  - Title VI Claims – “No person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” If the complaint is based on the previous statement, it will be handled according to the *Title VI Complaint Procedure*. Please refer to the Title VI Complaint Procedure and the Title VI Complain Form. The documents are available at [www.socag.org](http://www.socag.org) or by calling 580-482-5043.
  - ADA, DBE, and Other Claims – The designated person(s) will review the claim and respond within 10 calendar days what, if any, remedial action will be taken to resolve the issue.
  - If the complainant is not satisfied with the response, they may appeal the decision in writing to the Executive Director of Southwest Oklahoma Community Action Group, Inc., P.O. Box 1088, Altus, OK 73522 within 10 calendar days of the decision. The appeal must state the reason(s) the complainant believes the decision is in error. The Executive Director will have 5 calendar days to review the allegation and decision before rendering a decision in writing to the complainant.
- Records of all complaints will be kept for five (5) years.
- Persons not satisfied with the local complaint resolution process may file with the Federal Transit Administration. Information about how to prepare a complaint may be obtained by contacting FTA Assistance Line toll-free at 1-888-446-4511.