



MASCOT Ridership Official Complaint Form

Mat-Su Community Transit (MASCOT)
225 West Riley Avenue, Wasilla, Alaska 99654-8020
(907) 864-5006 *phone* (907) 373-5999
admin@matsutransit.com

GENERAL GUIDELINES

This form is intended to assist Mat-Su Community Transit (MASCOT) ridership to communicate a *specific complaint* to MASCOT Management and the Board of Directors when the general comment/complaint form available is not adequate. Submission of this form initiates the formal MASCOT Complaint Resolution Policy.

General comments and recommendations may be submitted to MASCOT at any time and should NOT be submitted through this form. This form is intended to be used with a copy of the MASCOT Complaint Resolution Policy (attached to the form).

INSTRUCTIONS:

- 1) Please print your contact information below.
- 2) Print your complaint **clearly and as briefly** as possible in the space provided (additional space is available on the reverse side).
- 3) You may also attach a written copy of your complaint.
- 4) Please provide all the *factual* information possible and including dates, names, times and areas.

YOUR CONTACT INFORMATION:

NAME:		DATE:	
MAILING ADDRESS:		PHONE 1	
CITY / TOWN / ZIP:		PHONE 2	
EMAIL:		PHONE 3	

COMPLAINT / ISSUE:



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TO SUBMIT THIS FORM:

- 1) Make a copy of your completed complaint form and anything else you are submitting as documentation for your records.
- 2) Place your completed complaint form, along with any additional documents in a sealed envelope.
- 3) You may submit this form *directly* to MASCOT management by postal mail, delivery to the MASCOT offices, or you may give it to a MASCOT employee if the envelope is sealed.
- 4) Emailed and Faxed forms are allowable, however it is preferable that the forms are mailed or delivered. This helps to ensure confidentiality of the complainant.

MAT-SU COMMUNITY TRANSIT COMPLAINT RESOLUTION POLICY

Mat-Su Community Transit (MASCOT) seeks feedback from the riders and encourages riders to let bus drivers know how they are doing. Bus drivers are required to relay this feedback to the operations manager.

- 1) When riders feel they have a complaint about service, their option is to relay the complaint verbally to the bus driver or operations manager, or in writing to the operations manager.
- 2) The operations manager will then investigate the complaint to determine MASCOT's responsibility and make corrective action(s) if needed.
- 3) The operations manager will then follow up with the rider either verbally or in writing as deemed appropriate as to the resolution of the complaint within ten to fifteen (10-15) days.

If the rider determines that the complaint resolution from the operations manager is not satisfactory, the rider is encouraged to contact the Executive Director. The Executive Director is then responsible for investigating the complaint, making corrective action(s) if needed, and following up with the rider as to the resolution within ten to fifteen (10-15) days.

If the rider determines that the Executive Director's resolution is not satisfactory or if the rider has a direct complaint against the Executive Director, then the rider has the option of having the Board of Director's Executive Committee hear the complaint. A request to be heard by the Executive Committee needs to be made in writing to the Board President. The Executive Committee will normally advise the rider of the complaint resolution in writing within fifteen to thirty (15-30) days. This resolution shall be final.