

# PacificTransit

# ADA Complaints

## **COMPLAINT PROCESS §49 CFR 37.17**

Pacific Transit System is committed to providing safe, reliable, and accessible transportation options for the community. Pacific Transit System has established a Customer Complaint Policy and individuals wishing to file a complaint and or obtain a copy of the Customer Complaint Policy may contact Pacific Transit System at (360) 875-9418 or (360) 642-9418 or in person at our Raymond Office located at 216 2<sup>nd</sup> Street Raymond, WA 98577 or on our website at [www.pacifictransit.org](http://www.pacifictransit.org).

Date complaint submitted: \_\_\_\_\_

Date of alleged violation:

Time of alleged violation:

Place of alleged violation (Route, bus number, bus stop): \_\_\_\_\_

*Send this completed form to:*

### **ADA Coordinator**

PO Box 489

**Raymond WA 98577**

Or email to [ada@pacifictransit.org](mailto:ada@pacifictransit.org)

What happened?:

Name (please print clearly):

How do we contact you?

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Date received:

Date:

Date received:

By:

*Pacific Transit System will promptly communicate its response to these allegations within 14 days. The response will include reasons for the response to the complaint, and the response will be documented.*

Investigated by: \_\_\_\_\_ Date(s): \_\_\_\_\_

Findings: \_\_\_\_\_

Follow-up required? \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Title: