

## **Northshore Senior Center Transportation Customer Complaint Policy**

Northshore Senior Center Transportation's (NSCT) commitment is to provide accessible community transportation that lives up to our motto: Safety, Courtesy, Comfort. Providing excellent customer service is a fundamental value and customer comments, or feedback, is essential to achieving our mission.

Discrimination is prohibited in all programs and activities. No one shall be excluded on the basis of race, color, national origin, sex, age, religion, creed, or disability

NSCT has established a Customer Complaint Policy to ensure that riders, caregivers, and the public can easily provide comments to our agency. NSCT encourages all forms of customer comments including complaints, commendations, concerns, or suggestions.

**Contacting Northshore Senior Center Transportation:** Customers and the public may contact NSCT by:

1. US Mail: Customers can mail their comments to the Northshore Senior Center Transportation office at 10201 E Riverside Drive, Bothell, WA 98011.
2. Phone: Customers can contact the Transportation office at 425-286-1026. If we are out of the office, customers can leave voice mail 24 hours a day, 7 days a week.
3. E-mail: Customers can contact Northshore Senior Center by email at NSCTrans@mynorthshore.org
4. Fax: Customers can fax written comments to 425-487-3191.
5. Language Bank: For customers who speak a language other than English, NSCT utilizes the Red Cross Language Bank for interpreter services.

**Customer Comment Review Process:** All customer comments, positive or critical, are valued and will be reviewed by the Transportation Program Manager.

1. Customer concerns, complaints, or commendations will be directly investigated by the Transportation Manager for appropriate action.
2. Recommendations for service modification will be analyzed by the Transportation Manager for consideration of service improvements.
3. Questions regarding discrimination or bias will be forwarded to the Northshore Senior Center Human Resources Director.

**Customer Comment Acknowledgement:** Anyone who submits a complaint or service suggestion to NSCT will receive a response provided they include legible contact information.

- Comments sent via mail or fax will receive a response within 7 business days.

- Comment provided by email or phone will receive a response within 3 business days.

**Customer Appeals Process:** Any person who is dissatisfied with the response they receive from NSCT is welcome to appeal the decision.

- Appeals of responses from the Transportation Program Manager will be reviewed by the Northshore Senior Center Director.
- Appeals of responses from the Human Resources Director will be reviewed by the Executive Director of Northshore Senior Cenetr.

**Information about the Customer Complaint Policy:** Information about the policy, including how to submit a complaint, will be made available to riders:

1. When new riders are scheduled for service.
2. On postings within the vehicles.
3. On the website.

**Reporting:** The Transportation Program Manager will compile a summary of customer responses for the board, staff and employees for use in reviewing and evaluation service.

**Tracking:** NSCT will maintain a tracking database for all customer comments that provides a unique tracking number for each comment and allows ready access to the information on the status of the comment at all times.

**Protection from Retribution:** Customers of NSCT must be able to submit feedback without fear of retribution from the agency or any employee. Any customer who feels they have been treated unfairly in response to the comments they provided should contact the Northshore Senior Center Director. Northshore Senior Center will appropriately discipline any employee that retaliates against a customer.