

Intracity Transit Board Complaint Process

Intracity Transit has established a process for investigating and resolving complaints for both fixed route and complementary para-transit services. This notice is adopted pursuant to 49 CFR 27.121(b), and is distributed to all persons when requesting an application for use of the para-transit system, or by request.

Required Complaint Information Includes:

1. Complainant's Information - Name, mailing address and daytime phone number.
2. Incident Information - Date, time, location, how person was affected based upon disability and relating details.

Complaints with incomplete information may result in delayed investigations and responses. The preferred method of response will be via U.S. mail.

How to File a Complaint

Complaints may be submitted to the Office Manager as follows:

- By telephone to the Administrative office, 501-321-2020. There will be an interview obtaining detailed information relating to the complaint. The information will be recorded in writing. The complainant will be asked if they wish to have the information reviewed for accuracy and make any requested corrections.
- In writing to Intracity Transit, Hot Springs, Arkansas 71901. Complaints may also be e-mailed to kjones@cityhs.net
- In person at Intracity Transit, 100 Broadway Terrace, Hot Springs, Arkansas 71901, 9 a.m. to 4 p.m., Monday thru Friday. It is advisable to call Intracity Transit in advance at 501-321-2020 to schedule an appointment.

Acknowledgement of Complaint Receipt

Within three business days after receipt of the complaint, a letter will be sent to the complainant that includes all of the following:

1. Acknowledgement that the complaint has been received and is pending investigation.
2. The estimated date by which a response will be sent to the complainant.
3. How to contact the Resident Advisor if the complainant does not receive a response by that date.

Investigation of Complaint

The Resident Advisor will investigate the complaint and respond in writing within a reasonable time, not to exceed 30 days from receipt of the complaint. The response will provide information concerning resolution of the complaint.

Records Retention

Intracity Transit will retain copies of complaints for at least one year and a summary of all complaints for at least five years. The record is to include the name and address of the complainant, nature of the complaint, problems identified, and resolution of complaint.

Adopted: March 16, 2016