COMMENT AND COMPLAINT PROCEDURE

Connect Transit welcomes comments and complaints and is committed to addressing them promptly and fairly.

General Comments and Complaints

Comments and complaints may be submitted by phone, in person, through a written comment card, or on Connect Transit's website by selecting **Menu > About Us > Contact Us**.

Upon receipt, Connect Transit will refer the comment or complaint to the appropriate staff member for review and response. If the individual requests a response, initial contact will generally be made within three business days of receipt.

If the complaint cannot be resolved during the initial contact, additional review or investigation may be conducted. Upon request, the individual will be provided updates throughout the process and notified of the final resolution.

Title VI and ADA Complaints

Individuals wishing to file a discrimination complaint under Title VI or the Americans with Disabilities Act (ADA) are encouraged to use the complaint forms available on Connect Transit's website under **Menu > Title VI** or **Menu > ADA**.

Complaint forms may be submitted online or printed and mailed to Connect Transit. Individuals without internet access may request a printed form from a Connect Transit representative.

Upon receipt of a Title VI or ADA complaint, Connect Transit will initiate an investigation. This may include contacting the complainant or other individuals, reviewing video or audio recordings, and gathering additional information relevant to the complaint.

Upon request, the complainant will be provided updates on the investigation and notified of the final resolution.