

Opportunity Enterprises, Inc.
UNIVERSAL POLICIES AND PROCEDURES
TRANSPORTATION
POLICY#: 9104—TRANSPORTATION COMPLAINTS/CONCERNS

POLICY

Opportunity Enterprises, Inc. believes that all of our customers should have the chance to voice his/her complaints and concerns about our transportation system.

PROCEDURE

1. Transportation complaint/concern forms are available on each transit vehicle. Also forms can be found at www.oppent.org under programs, transportation. Then download a form. (Form 9014 A).
2. The form may be given to the driver or mailed to the Transportation Manager at the address on bottom of form.
3. Written complaints must be filed within 180 days of the date that the problem is experienced.
4. The Transportation Manager has two weeks to respond to the complaint/concern.
5. Written appeals to the response may be made within 14 days of the response to the transit director at Opportunity Enterprises.

Signatures of Approval:

Opportunity Enterprises, Inc.
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TRANSPORTATION

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CARF Controller: _____

Date: _____

Manager: _____

Date: _____

Director: _____

Date: _____

Vice President: _____

Date: _____

President/CEO: _____

Date: _____

