

# OCTN

## OKANOGAN COUNTY TRANSPORTATION & NUTRITION

### COMMENT PROCESS

In order to improve the experience of riders of public transportation and give them an easy and accessible way to comment on public transportation services, Okanogan County Transportation & Nutrition, (OCTN), has established the following Comment Process.

Persons of special needs have the following options for making comments or complaints about fixed route or demand response services.

#### Comment /Complaint Forms

Comment /Complaint Forms are available in all busses. Persons wishing to make a comment or lodge a complaint should fill out this form and either place the completed form in the fare box or mail the form to the address listed on the form.

If a response is wanted, the person making the comment or complaint must fill out their name and mailing address *or* their name and phone number. In order to respond, OCTN must have contact information. All complaints will be investigated and responded to if contact information is available. Allow two weeks for a response.

#### Phone

Comments or Complaints may be made by phone. When calling please ask for the director of operations. If the director of operations is unavailable, you may leave your name and phone number with the message that you wish to make a complaint. Your phone call will be returned as soon as possible.

When making a complaint by phone you must give your name and phone number if you want a response to the complaint.

#### Anonymous Comments/Complaints

Comments/Complaints can be made anonymously. All complaints are investigated whether or not you give your name. However, after an investigation takes place from an anonymous complaint, the complaint is filed and no response is given to the person making the complaint.

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### Email Comments/Complaints

Comments/Complaints can be made through email at [transportation@communitynet.org](mailto:transportation@communitynet.org). Please state the nature of your comment/complaint with as much information as possible. Complaints will be investigated and responded to within 2 weeks by return email.

If you are not satisfied with the response to your complaint, you must send a letter to the executive director stating you are unsatisfied with the response. The executive director will review the complaint and investigation report and make a determination regarding the appropriateness of the original response. A determination letter will then be mailed to you. Allow 4 weeks for a determination.

If you are still not satisfied with the response, you may contact the Department of Transportation.

All complaints are reviewed quarterly to determine if there are recurring problems that can be corrected. OCTN will not tolerate retribution of any kind against persons making a complaint. If you feel you are being treated unfairly because of a complaint made, you should report that immediately to the director of operations.

# COMMENT / COMPLAINT FORM

*For Riders with Special Needs*



## OCTN

Your comment:

*Okanogan County Transportation & Nutrition*

We welcome and encourage your comments.

We need to know how we're doing and how we can better serve you.

OCTN Phone: 509-826-4391  
P.O. Box 711 Fax: 509-826-4040  
Omak, WA 98841

If you want a response to your comment or complaint, you must provide your full name, and a phone number or mailing address. All complaints will be investigated and responded to. Please drop this form in the fare box of any bus or mail to OCTN. (Allow 2 weeks for response.)

Name: \_\_\_\_\_

Mailing Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone \_\_\_\_\_