

Effective: January 1, 2008

Revised: N/A

Cancels: N/A

Page 1 of 1

PRO 3000.10

See Also: POL 3000.50

Approved by: MTA Management

Written by: Kathy Cook
Administrative Services Manager

PRO 3000.10 COMMENT APPEALS PROCESS

Action By:

Action:

Mason Transit

Provides an escalated appeal process.

MTA Staff

1. Performs comment intake process through COM (computerized comment module) and provides acknowledgement of comment within 3 business days. If the comment can be responded to on a staff level, staff will investigate and respond within 10 business days of receipt. If the comment cannot be responded to on a staff level, staff will acknowledge receipt of the comment within 3 business days and immediately forward the comment to a Supervisor.

Passenger

2. Within 10 business days of receipt of the staff comment response, submit in writing, to the supervisor, a detailed explanation of comment and reason(s) why the response received is unsatisfactory.

MTA Supervisory Staff

3. If comment is received from staff, investigate and respond to passenger, within 10 business days. If comment appeal is received from passenger, investigate and respond to passenger within 10 business days.

Passenger

4. If not resolved to your satisfaction, submit in writing to management, reason(s) why the appeal response received is unsatisfactory within 5 business days.

MTA Management Staff

4. Investigate and respond to appeal submitted, within 5 business days.

Passenger

5. If not resolved to your satisfaction, submit in writing to General Manager, reason(s) why the appeal response received is unsatisfactory within 5 business days.

MTA General Manager

6. Investigate and respond to appeal submitted, within 5 business days. The General Manager is the final and last escalation level within the appeal process.