



STILLAGUAMISH TRIBE TRANSIT SERVICES CUSTOMER COMPLAINT POLICY

Customer Complaints

It is important that all customer complaints be handled in a professional manner. Even if you, the driver, cannot do anything about the complaint, it is imperative that you **always** remain courteous and polite. Whether you are right or wrong, you will not solve anything by arguing with a customer. Never allow customer's remarks to escalate into a confrontation. Never try to get in the last word.

Whenever a driver receives a complaint from a customer, regardless of the seriousness or source of the complaint, the driver shall courteously inform the customer to call the dispatch office to report the complaint. The driver will give the customer the telephone number in writing upon request. The driver should make a note on the route sheet that a complaint was made. When returning to base the driver should complete an incident report, if they have information regarding the complaint.

All customer complaints will be recorded on the customer complaint form. The complaint will be investigated by the transportation supervisor and the outcome will be documented on the complaint form. When and if necessary, disciplinary action may be taken to remedy a situation.