

**Municipality of Hormigueros  
Collective Transportation Services  
American with Disabilities Complaint guide**

**A. ADA Customer Complaint Policy**

It is the policy of the Municipality of Hormigueros to receive complaints or comments about services, personnel, policies or procedures from riders. The Municipality maintains logs of complaints and corresponding resolutions.

The complaint procedure is a tool to investigate and correct individual or systemic problems, educate riders, improve service quality, identify gaps in service and increase confidence in the system. Lodging a complaint will not trigger retaliation.

1. *Complaint Policy*

- a) A complaint is a record of dissatisfaction about any aspect of the service and may be registered by anyone.
- b) Complaints are accepted via telephone, in person or in writing or online.
- c) Drivers are not authorized to receive complaints. They are instructed to inform participants of the complaint procedure.
- d) There is no arbitrary “strict limit” on the age of a complaint except as is practical for investigation
- e) Participants will receive a response within 10 business days to every complaint filed
- f) Participants will be protected from retaliation and, when appropriate or necessary, will be guaranteed confidentiality
- g) The Municipality of Hormigueros maintains a “separation of authority” for the complaint investigation and resolution process – complaints are reviewed by administrative staff not involved in the original situation.
- h) When filing a complaint, the following information is required:
  - 1) *Complete name and address of the complainant*
  - 2) *The date and day of the week of scheduled trip (i.e., Monday, January 25th)*
  - 3) *The service you were using (i.e., Fixed Route or Paratransit Service)*
  - 4) *Scheduled pick-up and return time, or the time of the call for return pick-up*
  - 5) *The address of destination*
  - 6) *The name of the person who took the call*
  - 7) *An exact description of the incident*

*There are no hard and fast rules regarding complaints. Some examples of when passengers can file complaints are:*

- 1) Vehicle is more than 20 minutes late
- 2) Vehicle is more than 10 minutes early
- 3) Dispatcher or driver is rude or fails to provide assistance
- 4) The vehicle is dirty, does not meet safety standards (i.e., working seatbelts, tie downs for wheelchairs, etc.), or any other potential safety hazard
- 5) Call does not get through or hold time is more than 5 minutes
- 6) Driver is driving erratically