

TVT PROCEDURES & FORM

Tracking No. _____

Complaint **Incident** **Accident** **Title VI/Discrimination**

All complaints received at TVT (by phone, email, in person, etc.) are recorded on this form by the staff member assisting the complainant or the Title VI Officer as outline in TVT’s Title VI Program. The completed form is sent to the HR Director for processing and distribution to all relevant parties.

The appropriate department manager will follow up as necessary and complete the Manager’s section on the back of this form for all non Title VI complaints. Once the follow-up paperwork is completed and the file “closed”, the Safety Officer or the department Manager will return the documentation to the HR Director to complete the electronic log and file.

The Safety Officer will keep an open report on any safety issues, incidents or accidents. The Safety Officer will follow-up periodically with the relevant Manager to ensure the investigation is completed as well as filing any necessary paperwork with insurance companies.

Title VI: If a complaint may be related to Title VI (discrimination on the basis of race, color or national origin), the Title VI Officer will be issued a copy of the complaint. Examples include, but are not necessarily limited to: staff rudeness (classify as “maybe”); driver refusing to pick-up a passenger (classify as “maybe”); staff person using a racial slur or epithet (classify as “yes”). The Title VI Officer will complete the Manager’s Section on the back of this form and ensure an investigation is completed and tracked using TVT’s Title VI procedures. Title VI complaints may be filed up to 180 days after the alleged incident.

External (from rider/community member) Internal (from staff/volunteer)
Date of Report: _____ Date of Occurrence: _____ Time of Occurrence: _____ Taken by: _____

Details of Occurrence: _____

Location of Occurrence: _____

Name of reporting person: _____ Phone #: _____

Issue is about: Bus Driver _____ Bus Number: _____ Volunteer Driver _____
 Dispatcher _____ Rider _____ Other _____

Type of Issue: Safety Customer Service Other – please describe: _____
Title VI Related? Yes _____ Maybe _____ No _____ (if in doubt, check “maybe”)
Based on: Race Color National Origin (check all that apply)

Car/Booster Seat in Use: Yes No N/A
Seat Belts in Use by driver? _____ (Yes/No) By Passengers? _____ (Yes/No)

Name and contact info of witnesses and/or riders: _____

Name and contact info of owner of other vehicle(s): _____

Copies to: Regional Director (all complaints) Operations Manager (bus complaints)
 Program Manager (volunteer or dispatch complaints) Community Relations Manager (all complaints)
 Safety Officer Title VI Officer

Tracking No. _____

MANAGER'S SECTION

Discussions with reporting person: Date: _____ Time: _____

Details of discussion: _____

Discussions with driver/staff member. Date: _____ Time: _____

Details of discussion: _____

Final feedback to reporting person: Date: _____ Time: _____

Details of discussion: _____

Other action/follow up required (i.e. description of driver discipline, changed policy, etc.): _____

Signature of Manager: _____

Date Closed: _____ Copy to HR when closed _____

Note: Complainant must be notified that they have the option to appeal to the VTrans Title VI Coordinator at (802) 828-5858 and the FTA Office of Civil Rights at Transportation Center, Kendall Square, 55 Broadway, Suite 920, Cambridge, MA 02142-1093.

Form Issued: July 2, 2007, rev 03-23-11; rev. 11-1-12; rev 7-23-13; rev 6-1-17; rev 01-15-17