

## City of Sandy Complaint Procedure

Any person who believes she or he has been wrongly denied a reasonable modification by the City of Sandy Transit Authority (hereinafter referred to as “the Authority”) may file a complaint using any of the six methods listed below. The City of Sandy Transit Authority investigates complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete.

Methods of filing a complaint:

- 1) Submit a customer comment card with contact information
- 2) Phone the transit office at 503-489-0921 or 503-668-3466
- 3) E-mail the transit office at [mrustam@ci.sandy.or.us](mailto:mrustam@ci.sandy.or.us)
- 4) Submit an online civic service complaint form at <http://www.cityofsandy.com>
- 5) Come into the transit office located at 16610 Champion Way Sandy, OR 97055
- 6) Mail written complaint to 16610 Champion Way Sandy, OR 97055

The supervisor or transit manager will investigate the complaint and make a determination. Formal investigation of the complaint will be confidential and will include, but is not limited to, details of the specific incident, frequency and dates of occurrences and names of any witnesses. Customer will be notified of resolution.

If the complainant is not satisfied with the resolution, an appeal process is available. An appeal request for review of a determination of unlawful denial of access or accommodation to public transportation must be filed, in writing, within 60 calendar days of the incident. The written appeal must include the customer’s name, address, and telephone contact number. A statement of reason(s) why the applicant believes the denial of accommodation request or access to public transportation was inappropriate is recommended.

The community services director will set a mutually agreed-upon time and place for the review process with the applicant and/or representatives within 30 days of request. The applicant can waive personal appearance in preference of a phone review followed by written determination. The applicant may submit documents or other information to be included with the record and considered in the review process. A record of the review will be kept, as determined by the community service director. Anyone needing special accommodations may contact the agency at 503-668-5569 for assistance.

The right of the appellant to a prompt and equitable resolution of the complaint must not be impaired by the appellant’s pursuit of other remedies, such as filing of a complaint with the Department of Justice or other appropriate federal agency or the filing of a suit in state or federal court. Use of this procedure is not a prerequisite to the pursuit of other remedies.