



Rider Grievance Procedures

OATS encourages riders who have complaints or suggestions for improvements to resolve the situation informally with their driver and/or Regional Director since most service problems are simply the result of a misunderstanding or poor communication. Any service complaints received by the Regional Director will be immediately investigated and every effort made to seek an appropriate and prompt resolution.

If a situation cannot be resolved in this manner, a formal Grievance may be filed by contacting the OATS Regional Director, in writing, of the nature of the complaint including, at a minimum: a) Name and Address of the complainant. b) A statement of the grounds for the grievance and supplemented by supporting documentation, made in a clear and concise manner. c) An explanation by the complainant of the improvements needed to address the complaint.

The OATS Regional Director will investigate and render a decision, in writing, within 15 working days of receipt of the written grievance. The investigation may include arranging for a meeting with the complainant. Riders can determine who the appropriate Regional Director is by reviewing the OATS Service Region Map in The Wheel or the "Contact Us" page online at www.oatstransit.org or by asking the OATS driver.

Right of Appeal

Should the rider not be satisfied with the Regional Director's decision, further appeal may be made to the OATS Executive Director within 5 working days of receiving the decision and, finally, a committee of the OATS Board of Directors IN THAT ORDER.

Riders have the right to appeal to the appropriate funding agency for mediation of their complaint if they are not satisfied with the final decision made by OATS. If the rider does not know who funds their transportation, they may send a letter to OATS, Inc., 2501 Maguire Blvd., Ste. 101, Columbia, MO 65201 or e-mail jstedem@oatstransit.org requesting that information being sure to include their name and the county in which they reside. OATS will then provide the appropriate contact information.

General Public riders may contact the Missouri Department of Transportation, 105 W. Capitol Ave., Jefferson City, MO 65102, telephone 1-888-ASK-MODOT or on the web at www.modot.mo.gov. Or they may contact the Federal Transit Administration, 901 Locust Ste. 404, Kansas City, MO 64106, telephone 816-329-3910 or online at www.fta.dot.gov.