



Rider Complaint & Grievance Procedures

OATS Transit 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 **Grievance** may be filed by contacting the OATS Transit 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. You may ask your driver for the name of the Regional Director in your area, or call the phone number that you call to schedule rides for the name of your Regional Director.

The OATS Transit Regional Director will investigate and render a decision within 15 working days of receipt of the written grievance. The investigation may include arranging for a meeting with the complainant.

Right of Appeal

Should the rider not be satisfied with the Regional Director's decision, further appeal may be made to the OATS Transit Executive Director within 5 working days of receiving the decision and, finally, a committee of the OATS Transit 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 Transit will then provide the appropriate contact information.

ADA/Accessibility

In compliance with the Missouri Department of Transportation and the Federal Transit Administration, OATS, Inc. has developed a ADA Complaint Form and Procedures. This Policy provides for reasonable modifications/accommodations to practices and procedures to avoid discrimination and ensure that programs are accessible to individuals with disabilities. The form and procedures can be found on our website, or by calling and requesting a copy.

Title VI

OATS, Inc. operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful, discriminatory practice under Title VI may file a complaint with OATS, Inc. The Title VI Complaint Form and Procedures which can be found on our website, or by calling to request a copy.

