



Customer Complaint Policy

Policy Summary

It is the policy of Luzerne County Transportation Authority (LCTA) to receive complaints, commendations and suggestions from customers of both our Fixed Route and Shared Ride services. LCTA will maintain summaries of complaints and resolutions and take corrective actions to improve customer service.

Standards for Public Information

LCTA's written Customer Complaint policy is available in written brochure form with directions on how to file a complaint, commendation or suggestion. The policy and procedures are also available through the LCTA Web Site. This brochure, titled "How to Register a Complaint, Commendation or Suggestion", is distributed to agencies throughout the community and to existing customers. The brochures will also be available on Fixed Route buses and Shared Ride vans as well as available at the Customer Service Desk at the Intermodal, Main Office and Shared Ride Office. It will be provided within 72 hours in alternate forms when requested. The complaint procedure is used as a tool to investigate and correct individual or systemic problems, to educate customers, to improve service quality, to identify gaps in service and to increase confidence in the system. It will also be used as positive reinforcement through the use of commendations when applicable. Customers should be confident that lodging a complaint does not prompt negative personal consequences.

Complaint Policies

- A complaint is a record of dissatisfaction about any aspect of the service and may be registered by anyone.
- Complaints are accepted in person at the Customer Service Desk at the Intermodal, Main Office, Shared Ride Office, by telephone through a Customer Complaint Hotline which is advertised in all buses and vans, through the web site, or in writing.
- Fixed Route and Shared Ride drivers are prohibited from accepting complaints from customers and are instructed to inform customers of the procedure for filing a complaint.
- There is no arbitrary "strict limit" on the age of a complaint except as is practical for investigation.
- Customers will receive a response within 10 business days to every complaint filed, except in cases where no contact information is given.
- Customers will be protected from retaliation and when appropriate or necessary will be guaranteed confidentiality.
- LCTA maintains a "separation of authority" for the complaint investigation and resolution process – complaints are reviewed by the Director of Administrative Services.

Complaint Procedures

- Complaints are recorded on the complaint form and assigned a unique log number for tracking and retrieval.
- Complaints are forwarded on the same day to the appropriate supervisor for investigation, (Director of Operations, Information Technology Department, Director of Maintenance, etc).
- All contact is documented, including when and by whom, the result of the investigation and required action. Each valid complaint is coded according to both the outcome and the cause in order to identify the specific reasons for poor service and to identify remedies. Specific information which would identify personnel involved and reprimands will not be included in the complaint form but may be inserted into the appropriate personnel files and/or tracked separately.
- Corrective action is documented.
- Monthly reports summarizing valid complaints are prepared for LCTA senior administrators and the Authority Board which will include the number of complaints, where the complaint originated from (Shared Ride or Fixed Route), and the cause of the complaints.
- Complaints and all supporting documentation are kept on file at LCTA for five years.

Complaint Standards

- Customers will receive a response within 10 business days of receipt of the complaint.
- The monthly Complaint Summary Report will be completed and distributed to the Executive Director and the Authority Board at the monthly Board Meeting by the Director of Administrative Services.
- Although the ultimate goal would be to have no complaints, LCTA will strive to have the rate of complaints be less than 1% of Shared Ride and Fixed Route trips taken with a goal of not more than 2% of Shared Ride and Fixed Route trips taken.