



## Complaint/Commendation Form

<b>Section I:</b>	
Name:	
Address:	
Telephone (Home):	Telephone (Work):
Electronic Mail Address:	
<b>Section II:</b>	
<input type="checkbox"/> Complaint <input type="checkbox"/> Commendation	
Date of Incident (Month, Day, Year): _____ Time of Incident : _____	
Bus number: _____ Type of Service: _____	
Location: _____	
Description of the Incident/Complaint/Commendation:	
_____	
_____	
_____	
_____	
_____	
_____	
_____	

Please submit this form in person at the address below, or mail this form to:

TheBus – Hernando County Transit Division  
Attn. Transit Coordinator  
20 N. Main St. Room 262  
Brooksville, FL 34601

## Procedures for Complaints

TheBus has established a process for investigating and resolving complaints. The Transit Coordinator is responsible for overseeing investigations and responses to complaints about TheBus services/programs for Hernando County.

A complaint can be filed over the phone, via email or in person.

The following is the process when an individual submits a complaint:

1. The transit coordinator will review the complaint to ensure that it is a valid complaint
2. The transit coordinator will gather all the information regarding the complaint/incident such as name, phone number, address, type of service, location, time, issue, etc.
3. An investigation will be conducted by the transit coordinator
4. Once the investigation is completed, the transit coordinator will contact the individual with a response/findings/resolution
5. Complaints will be handled immediately, and responses provided within the 24 hours from the time the complaint was submitted if practical
6. For responses requiring additional investigation, a response will not exceed 10 business days
7. A file will be created for the complaint and resolution and will be kept on file for a period of 5 years