

QUINCY TRANSIT LINES COMPLAINT PROCEDURE / POLICY

The Quincy Transit Lines (QTL) is in the business of providing public transportation services in The City of Quincy. It is the policy of QTL that all persons utilizing public transportation services ("customers") shall be treated with respect and courtesy when making suggestions or filing complaints. All complaints will be reviewed without regard to race, color, or national origin. In an effort to ensure that all transportation customers are accorded the right to file both informal and formal complaints concerning QTL services, the following procedures have been established:

- 1) A complaint may be filed through the website with the form provided.
- 2) A complaint may be called in directly to the Transit lines at 217-228-4450 or 217224-3535.
- 3) You may file a complaint in person or through the mail at:
Quincy Transit Lines
2020 Jennifer Road
Quincy, IL 62301

All Complaints will be investigated and a determination of action will be made. Should you feel the complaint was not handled correctly you may follow up with the:

Director of Administrative Services
730 Maine
Quincy, IL 62301
217-228-4500

QTL COMPLAINT FORM

Complaint Type: Formal Informal

- Letter from passenger
- Letter from non-passenger
- Phone call

Date Complaint Taken: _____ Time Complaint Taken: _____

Name of Complainant: _____

Address: _____ Phone: _____

Date of Incident: _____ Driver's Name: _____

Vehicle Number: _____ Route: _____ Operator: _____

Nature of Complaint: _____

_____ (Continue on back if necessary)

Complaint Taken By: _____

Investigation Results: _____

_____ (Continue on back if necessary)

Action Recommended: _____

_____ (Continue on back if necessary)

Record of Final Action: _____

By: _____ Date: _____