



Customer Complaint Policy

Wahkiakum County is committed to providing reliable, safe, and satisfying transportation options for the community. Customers of Wahkiakum on the Move are a fundamental aspect of our business and as such, their feedback is crucial to the growth and development of the agency.

The Wahkiakum on the Move Customer Complaint Policy has been established to ensure that riders of the system have an easy and accessible way to provide feedback to the agency. Wahkiakum on the Move transportation is open to hearing any customer feedback including complaints, comments, suggestions, or concerns.

Contacting Wahkiakum on the Move:

Riders can contact Wahkiakum on the Move in the following ways:

1. **US Mail:** Riders can mail their feedback to the Wahkiakum on the Move office at 42 Elochoman Valley Rd, Cathlamet WA. 98612.
2. **Feedback Line:** Riders can contact Wahkiakum on the Move at 360-795-3101 or toll-free 1-888-795-3101. This line is available 24 hour a day, seven days a week
3. **E-mail:** Riders can contact Wahkiakum on the Move by e-mail at wotm@co.wahkiakum.wa.us.
4. **Fax:** Riders can send written feedback by fax to 360-795-6212.

All correspondence should be addressed to the **WOTM Transportation Coordinator**.

Customer Complaints:

A complaint is a written or electronic statement concerning an allegation of discrimination that contains a request to take action. Complaints should be in writing and signed and may be filed by mail; private express delivery (e.g., FedEx); fax; in person; or by email. See above.



A complaint may be filed up to one hundred eighty (180) days from the date of the alleged discrimination.

A complaint should contain at least the following information:

1. A written explanation of what has happened;
2. A way to contact the Complainant;
3. The basis of the complaint, e.g., race, creed, color, national origin, familial or marital status, sex, sexual orientation, age, military status, or disability;
4. The identification of the Respondent, e.g., person, contractor, company, agency, division, office, or other entity alleged to have discriminated;
5. Sufficient information to understand the facts that led the Complainant to believe that discrimination occurred; and
6. The date(s) of the alleged discriminatory act(s).

Acknowledgement:

Anyone who submits a comment, complaint, or service suggestion to Wahkiakum on the Move (WOTM) and provides a telephone number, address or email address shall receive an initial acknowledgement of the comment within three (3) business days of receipt of the comment.

Review Process:

All feedback from customers is valued and will be reviewed by the Transportation Coordinator.

1. Recommendations for service or system modification will be discussed by the WOTM Transportation Coordinator and the Wahkiakum County Health & Human Services (WCHHS) Community Services Manager.
2. Employee commendations and service compliments will be forwarded to the employee and shared with the Wahkiakum on the Move staff.



3. Customer concerns regarding a driver or an employee of Wahkiakum on the Move will be investigated by the WOTM Transportation Coordinator and WCHHS Community Services Manager. If the complaint is against the WOTM Transportation Coordinator, it will be investigated by WCHHS Community Services Manager in coordination with the rest of WCHHS management team.
4. Questions, complaints, and concerns regarding discrimination or bias such as ADA complaints will be reviewed and investigated by WCHHS Management Team and the Attorney for the County.
5. All information about a customer who issues a concern or complaint will be kept confidential between the WOTM Transportation Coordinator and/or WCHHS Community Services Manager and WCHHS Management team, and Attorney for the County if deemed necessary.

The WCHHS Management Team is composed of the Director of Health & Human Services, Operations Manager, Finance & Budget Manager, and Community Services Manager.

Responses:

Within fifteen (15) calendar days after receipt of the complaint, the Transportation Coordinator, or his/her designee, shall speak with person making the complaint to discuss it, gather additional information, and identify possible solutions. Within twenty-one (21) calendar days following the meeting, the Transportation Coordinator or designee shall respond to the complaint in the format requested, either written, verbal, by email, or alternative accessible format.

The response shall explain Wahkiakum on the Move's findings regarding the allegations made by the person making the complaint, and if appropriate, suggest options of resolving the complaint and/or the corrective action that will be taken.



Customer Appeals Process:

Any person who is dissatisfied with the response they receive from Wahkiakum on the Move is welcome to appeal the decision within fifteen (15) calendar days from the date of the Transportation Coordinator's response and may be presented by any method on page one (1) of this document. Please address the correspondence to WOTM Transportation Coordinator. A review team consisting of the WCHHS Management Team, the WOTM Transportation Coordinator, and a driver selected at random will review customer appeals. If needed, the Attorney for the County will be included.

Within twenty-one (21) calendar days after receipt for review request, the Transportation Coordinator or his/her designee shall respond in the format requested by the customer as stated under the Responses section of this document.

Tracking:

Wahkiakum on the Move shall maintain a tracking system for all feedback from customers that provides a unique identification of each customer communication and allows ready access to information on the status of the comment at any time. Customer complaints shall be kept for six (6) years beyond the end of the project.

All complaints received by Wahkiakum on the Move will be reported to WSDOT in the quarterly progress report.

Protection from Retribution:

Customers of Wahkiakum on the Move should be able to submit feedback without fear of retribution from the agency. If a rider feels like they are being treated unfairly in response to the feedback that they provided, they should contact WCHHS Community Services Manager at 360-795-8630 X260. The management of Wahkiakum on the Move will appropriately discipline any employee that retaliates against a customer.



Education and Outreach About Policy:

Wahkiakum on the Move shall provide information about access to the comment/ complaint process to riders, employees, and general public in a variety of printed and electronic formats. These include, but are not limited to:

- Wahkiakum County website under the Transit link. <https://www.co.wahkiakum.wa.us/239/Transit>
- Wahkiakum on the Move Facebook page
- Schedules
- Posted information on all Wahkiakum on the Move buses and vans
- Flyers located at Building 1 and Building 3 of 42 Elochoman Valley Road and at the Hope Center at 320 S. 3rd Street.

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