

**Human Services Council
Transportation Services
Complaint & Service Animal Policy**

The Human Services Council's (HSC) Transportation Services is committed to making reliable, safe and satisfying transportation services available to our customers.

Your Comments Are Welcome!

Please let us know how things are working for you. We do a better job when we know what you need. Each compliment is shared with the employees or contractor involved. Each suggestion or complaint is investigated.

You can contact our Transportation Services in the following ways:

- 1. Phone line:**
 - From within Clark County, Customers can contact Employment or Reserve-A-Ride Transportation at: 360-258-2103. They can contact Medical Transportation at: 360-694-9997
 - From outside Clark County, our Transportation Department can be reached toll free at: 800-752-9422.
- 2. Fax:** Written feedback can be sent by fax to 360-694-1446.
- 3. Language Line:** For customers who speak a language other than English, Transportation Services will utilize the services of a Language Line to facilitate the call. For customers who are deaf or hearing impaired, we use the Telecommunications Relay Service at 1-800-833-6388 or 711.
- 4. US Mail:** Customers can mail their feedback to Human Services Council Transportation Services at: 201 NE 73rd Street, Suite 101, Vancouver, WA 98665-8345.
- 5. Web-Site:** Customers can offer feedback through an e-mail link on the Human Services Council Web-site by visiting Transportation Services at: www.hsc-wa.org.

Information about the Customer Comment Process, including how to submit a complaint, will be made available:

1. When customers are approved for transportation services.
2. On the HSC website. (must add link to website)
3. Upon request

Feedback Review Process: All feedback from customers is valued and will be reviewed by Transportation Services. After review, customer communication will be distributed to the appropriate agency representative for investigation.

1. Customer concerns, complaints, or complements will be forwarded to the appropriate transportation staff for follow-up.
2. Questions regarding discrimination or bias including: race, color, national origin, disability including use of **service animal***, veteran's status, sex or sexual orientation, will be sent to the agency Human Resources Department for investigation.
3. The Human Services Council will follow any additional complaint requirements of grantor or public funding source as specified by contract.

Feedback Acknowledgement:

Complaints received by HSC Transportation Services are documented and assigned to the appropriate transportation staff for investigation. When legible contact information is provided, a response will be sent to the person filing the complaint within seven business days. HSC maintains a tracking system for feedback from customers that provides a unique identification number for each complaint.

Anonymous Comments/Complaints: If you wish, you may make a comment or complaint without providing us with your name or contact information. When a complaint is filed anonymously, we will investigate the complaint, but no follow-up response will be provided to the person filing the complaint.

Protection from Retribution:

Customers of HSC Transportation Services should be able to submit feedback without fear of retribution from the agency. If a customer believes they have been treated unfairly in response to the feedback that they provided, they should contact the HSC Transportation Coordinator. HSC will appropriately discipline any employee or contractor that retaliates against a customer.

Customer Appeals Process: Any person who is dissatisfied with the response they receive from HSC Transportation is welcome to appeal the decision. A review team will review customer appeals.

** The ADA defines a service animal as any guide dog, signal dog or other animal individually trained to provide assistance to an individual with a disability. Under this law a "service animal" is not considered a pet. A "service animal" is considered to be part of a team responding to the needs and commands of its owner. Persons with disabilities who use a service animal may ride with their service animal. Animals are required to be on a leash or in a container, remain under the clients control and behave appropriately.*