



GUAM REGIONAL TRANSIT AUTHORITY

Government of Guam

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GUAM REGIONAL TRANSIT AUTHORITY (GRTA)

Standard Operating Procedure (SOP) for Resolving Complaints that Provide for Equitable and Prompt Resolution of Disability-Related Complaints

Department: GRTA Transportation Operations Section and the Third Party Contractors

Scope: Procedure to impartially and quickly settle disability-related complaints. This procedure applies to GRTA Transportation Operations Section and the Third Party Contractors

Purpose: To equitably and promptly resolve disability-related complaints

Procedure:

1. All complaints must be in written form and submitted to the Executive Manager to the following address:

**Guam Regional Transit Authority,
P.O. Box 2896
Hagatna, Guam 96932**

Or fax to:
(671) 475-4600

2. All complaints shall be processed promptly and discussed for resolution within three (3) days, but not longer than five (5) days from the date and time the complaints are received by GRTA's Transportation Supervisor (TS);
3. The complainant shall fill out ***Part I. Complainant Information*** of the attached GRTA Consumer Complaint Form by indicating their full name, current address, and contact number(s);
4. The complainant shall write out ***Part II. Nature of Complaint*** by describing in detail the nature of complaint and by indicating the exact date and time of the incident. The complainant shall also indicate the full name and contact number (s) of any witnesses who observed the incident;
5. The complainant shall fill in ***Part III. Operational Information*** by specifying the exact date and time of the incident, the vehicle plate number, the driver full name, and the service component that is involved in the incident: GRTA administration, dispatch, paratransit, fixed route;

6. GRTA's TS shall answer **Part IV. Findings and Course of Action Taken** by investigating and gathering information of the incident from GRTA third party contractors. GRTA's TS shall indicate the detailed results of the investigation in the findings section of Part IV. In addition, GRTA's TS shall describe in detail the decision on the investigation inside the box with the heading Course of Action Taken;
7. GRTA's TS who takes the complaint shall sign the box with the heading Name of Person Taking Complaint;
8. GRTA's TS shall indicate the correct date and time, when the incident was reported to the third party contractors;
9. GRTA's TS shall provide the finding and decision to GRTA's Executive Manager for review and approval prior to completing **Part V. Status**. Upon approval of the GRTA's Executive Manager, GRTA's TS shall acknowledge that the complaint was resolved and indicate the exact date and time, when it was resolved;
10. Should the complainant is not satisfied with the outcome of an investigation conducted by GRTA, the Grievance Review and Appeals Board (GRAB) will serve as the appealing forum. GRAB will analyze the facts of the case and will issue its conclusion to the appellant according to their procedures.

Effective Date: January 5, 2015

Approved By: _____/S/
ENRIQUE AGUSTIN
GRTA's Executive Manager