Macatawa Area Express Complaint Process – Effective June 18, 2012

1. All complaints forwarded to Lead CS Rep
2. Lead CS Rep categorizes (Title VI, Major, Minor, Frivolous), logs and assigns.
3. Title VI complaints immediately forwarded to Transit Planner and Title VI process begins.
5. Complaints Coordinator conducts fact finding investigation, interviews staff, customers and consults with appropriate manager.
6. Determination made by Complaints Coordinator and appropriate manager.
7. Complaints Coordinator notifies customer of determination and findings.
8. Title VI and Complaints Coordinators notify Lead CS Rep of determination/status.
9. Lead CS Rep updates and closes