

Title VI Complaint Procedure

Complaints are handled by the Transportation Manager. They are accepted in both verbal and/or written format. All complaints are documented by email from the Transportation Manager to the Coordinator of Senior Services/ Municipal Agent for the Elderly and escalated to the Director of Human Services if disciplinary action is required. It is required that the original copies of all ADA complaints are maintained for one year and a summary record of the complaints are kept for five years.

TITLE VI COMPLAINT PROCEDURE

CHESHIRE CT. SENIOR CENTER TRANSPORTATION OFFICE

DATE: _____

NAME: _____

ADDRESS: _____

PHONE: _____

DRIVER NAME: _____

BUS NUMBER: _____

COMPLAINT:

DATE OF RESOLUTION: _____

RESOLUTION:

PRINT NAME: _____

SIGN: _____