

## 023.000 Complaint Appeal Process

If a complainant is not satisfied with the resolution of the complaint an appeal may be made. Appeal forms are available at the, Dan Rabin Plaza, 425 Sibley Street, Hammond, IN 46320 (219) 853-6513, at the RBA Main Office, 6100 Southport Road, Portage, IN. 46368 (219) 762-4767, in the ADA Policy Manual under Appendix E, or on the RBA website at rba-nwi.org.

1. The complainant's appeal, whether verbal, written, mailed, or submitted by email, must be made no later than sixty (60) days after receipt of written response to the complaint. If a complainant cannot write or has difficulty filing an appeal he or she can contact the Regional Bus Authority, Deputy Manager and/or Planning and Transit Director at (219) 853-6513 within the sixty (60) days and file the appeal by phone call. Appeals taken over the phone shall be documented on the appropriate Appeal Form in Appendix E of this Manual and a copy will be provided to the complainant. Additionally, complainants have the right to use an advocate to assist them in filing an appeal.
2. When an appeal is received, it will be assigned to either the Operations Committee or the Management Committee for review. The Operations Committee shall review all appeals related to operations and services. The Management Committee shall review all appeals related to personnel and policy issues. If an appeal has multiple issues then the Management Committee shall hear the appeal. The complainant shall be notified as to which committee will be reviewing the appeal.
3. Within ten (10) days of receipt of the appeal, the RBA will provide written confirmation of receipt of the appeal to the complainant along with the name of the committee to which the appeal has been assigned for review and possible meeting dates to select for the appeal review. All meetings shall be held at accessible locations near transit routes which can be used by the complainant and at times when public transit is available.
4. The review of the appeal at the committee meeting shall be held in a closed session. The complainant and/or any advocate used by the complainant to assist in his or her appeal shall have an opportunity to speak at the committee meeting.
5. Once the appeal has been reviewed, the Committee will forward a written decision regarding the appeal to the complainant or the complainant's advocate no later than thirty (30) days from the committee meeting at which that the appeal was reviewed.
6. A copy of the written appeal will be kept on file.
7. The complainant has sixty (60) days to file a final appeal to the Full RBA Board of Directors. The same Appeal Form in Appendix E of this manual is to be used. Final Appeals shall be heard during open regular Board Meetings.
8. Upon formation of the Council on Accessible Transportation, these procedures will be revised to reflect the role the council will play in the appeal process.
9. The Appeal Form is in Appendix E of this Manual.

024.000 and 025.000 Vacant for future provisions