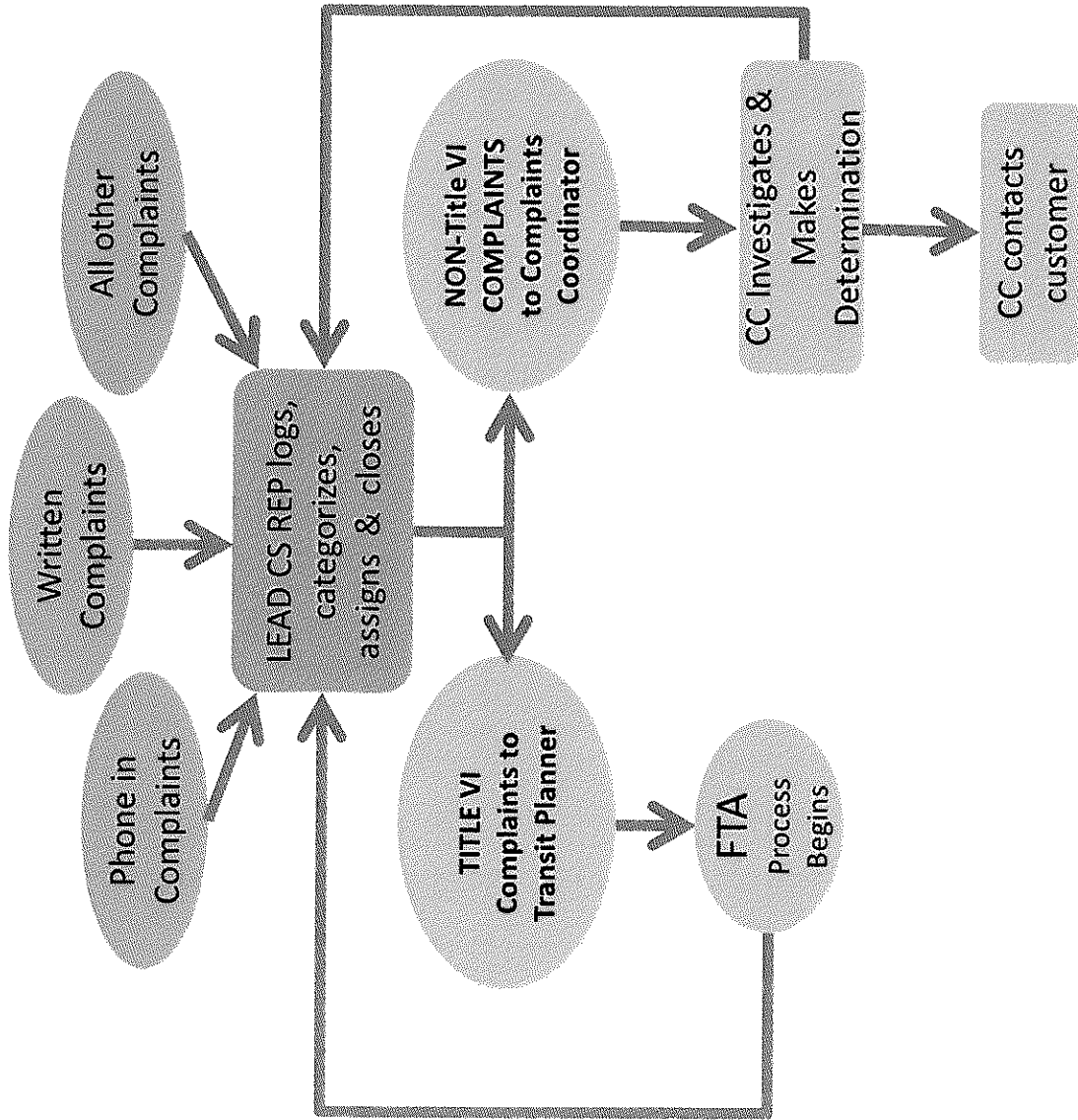


Macatawa Area Express Complaint Process – Effective June 18, 2012



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.
4. Non-Title VI complaints forwarded to **Complaints Coordinator** who investigates based on priority: 1) Major 2) Minor 3) Frivolous.
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