

COMPLAINT POLICY

The Pennyriple Allied Community Services (PACS) is committed to providing reliable, safe, and satisfying transportation services for our community. Customers of PACS are the primary focus of our business and as such, their feedback is crucial to the growth and development of the agency.

The PACS customer Complaint Policy ensures that riders of the system have an easy and accessible way to provide feedback to the agency. PACS is open to hearing any customer feedback including complaints, comments, suggestions, or concerns.

Any complaints received by any person(s) or partnering relationship regarding PACS Operation of Transportation Services should be referred immediately to PACS as outlined in this Complaint Policy.

Contacting PACS Transportation

Riders can contact PACS in the following ways:

U.S. Mail: Riders can mail their feedback to the PACS Transportation, Supervisor/Dispatcher at 1100 South Liberty Street, P. O. Box 549, Hopkinsville, KY 42241.

Feedback Line: Riders can contact PACS at 1-800-467-4601 and ask for extension 243 for the Supervisor/Dispatcher. This line is available 24 hours a day, seven days a week?

Electronic Mail: Riders can contact PACS by e-mail at: hopkinsvilletransit@pacs-ky.org

FAX: Riders can send written feedback via fax to 270-886-1256

Web Site: Riders can offer feedback on the PACS website at www.pacs-ky.org under the Contact Us link.

Feedback Review Process

All feedback from customers is valued. Feedback will be reviewed by the customer service department which will distribute the customer communication to the appropriate agency representative(s).

Customer concerns, complaints, or employee commendations will be forwarded to the appropriate supervisor.

Recommendations for service or system modification will be sent to the Transportation Manager.

Questions regarding discrimination or bias will be sent to the Transportation Manager.

Feedback Acknowledgement

Anyone who submits a comment, complaint, or service suggestion to PACS shall receive a response provided they give legible contact information.

Feedback sent via US Mail or fax will receive a response within seven business days.

Electronic mail, phone, or web originated messages will be returned within three business days.

Customer Appeals Process

Any person who is dissatisfied with the response they receive from PACS is welcome to appeal the decision. The next person to respond to is Kenneth Johnston, Transportation Director. If a resolution is still not reached then an appeal can be made to the Executive Director, Harold Monroe.

Their email information is as follows:

PACS Transportation Director Ken Johnston kenneth.johnston@pacs-ky.org

PACS Executive Director Harold Monroe harold.monroe@pacs-ky.org

Information about Policy

Information about the Customer Complaint Policy, including how to submit a complaint, will be made available to riders on our website and will be posted:

- On comment cards available on all Transportation vehicles.
- At the PACS administrative office.
- At the Downtown Transportation Center.
- On the website.

Protection from Retribution

Customers of PACS should be able to submit feedback without fear of retribution from the agency. If a rider feels like they are being treated unfairly in response to the feedback they provided, they should contact Harold Monroe, PACS Executive Director.

PACS
1100 South Liberty Street
Hopkinsville, KY 42241
800-264-0643
270-886-6341
www.pacs-ky.org