



Complaint Policy

UNDER REVISION 2026

Complaint Policy

1. Purpose

The purpose of this Complaint Policy is to establish a fair, transparent, and accessible process for receiving, investigating, and resolving complaints related to SMART Transit's services, staff, or operations. SMART Transit is committed to continuous improvement and values feedback from riders, community members, partners, and employees.

2. Policy Statement

SMART Transit encourages all individuals who interact with its services to express concerns or dissatisfaction. Every complaint will be treated with respect, investigated thoroughly, and resolved in a timely manner. The goal is not only to resolve individual issues but to identify opportunities to improve overall service quality and public trust.

3. Scope

This policy applies to:

- Transit riders and members of the public
- Employees, volunteers, and contractors
- Partner organizations and stakeholders

Complaints may relate to:

- Service reliability or scheduling
- Operator or staff behavior

- Vehicle or facility conditions
- Fare disputes or policies
- ADA compliance and accessibility
- Discrimination, harassment, or bias

4. How to File a Complaint

Complaints may be submitted in the following ways:

- Online: Via SMART Transit's official website- smarttransit.org
- Email: Director@smarttransit.org
- Phone: (208) 883-7747
- In person: At SMART Transit administrative offices or on a vehicle via comment forms
- Mail: SMART Transit, PO BOX 3584 - 1006 Railroad Street Moscow ID 83843

Alternative formats or accommodations (e.g., large print, language interpretation) will be made available upon request.

5. Complaint Handling Process

1. Acknowledgment

Complaints will be acknowledged within 3 business days of receipt.

2. Investigation

A staff member designated by the Executive Director will investigate the

complaint. This may include reviewing documentation, interviewing involved parties, and gathering other relevant information.

3. Resolution

A written response will be provided within 10 business days of acknowledgment. If additional time is needed, the complainant will be informed.

4. Appeal Process

If the complainant is dissatisfied with the outcome, they may appeal in writing to the Executive Director within 10 business days of the decision. The Executive Director will review the case and provide a final written response within 10 business days.

6. Confidentiality and non-retaliation

- All complaints will be handled confidentially to the extent possible.
- No individual will face retaliation for filing a complaint in good faith.
- Anonymous complaints will be accepted but may limit the ability to fully investigate or respond.

7. ADA & Title VI Compliance

SMART Transit complies with the Americans with Disabilities Act (ADA) and Title VI of the Civil Rights Act. Complaints alleging discrimination will follow a specialized process outlined in SMART Transit's ADA and Title VI policies and will be reported to appropriate oversight agencies as required.

8. Continuous Improvement

SMART Transit views complaints as opportunities to:

- Identify patterns and prevent future issues
- Improve staff training and service design
- Enhance customer satisfaction and public confidence

This policy will be reviewed annually and updated as needed.