

## ADA complaint procedures, if written

## ADA complaint record retention procedures, if written

### Suggestions, Comments & Complaints

MTS seeks to provide its customers with safe, reliable, and customer-oriented service. We look forward to working with you to provide the best service possible. If you have a suggestion, comment or a complaint about our service, please call our Operations Manager at (318) 329-2686 or write to:

**Monroe Transit  
Operations Manger  
700 Washington Street  
Monroe, LA. 71201**

Specific details will help MTS thoroughly address your suggestions, complaints or comments in an expeditious fashion.

Please remember to include the following information when calling or writing to us.

- Name, address, and telephone number
- Location, Day and time of experience, if applicable
- Vehicle number and/or driver's name/description, if applicable
- Reservation or service agents name, if concerning a telephone conversation
- Explanation of incident, suggestion, or comment.

Complaints received by the Monroe Transit System will be forwarded to appropriate authorities for investigation. If the supervisor of other information staff is not available, the call will go to voicemail and a response will be provided as soon as possible. Complaints received by letter will be dated and answered in seven (7) working days. If the appropriate information is provided, the investigation will be completed within seven (7) days (excluding Saturday and Sundays) and the customer will be contacted by telephone and/or letter advising you of the receipt of the complaint.

If the investigation cannot be completed within (7) working days, the customer will be notified of the delay and advised when to expect a follow-up call to address their concern. MTS will retain copies of complaints for at least one year and a summary of all complains for least five years.