

**Agency Name**  
**Transit Policies and Procedures**

<b>Subject</b>	Complaint/Dispute Procedures
<b>Section</b>	Personnel
<b>Effective Date</b>	
<b>Approved By</b>	
<b>Approval Date</b>	

**Purpose**

Establish a process for resolving complaints and disputes.

**Definitions**

*Complaint:* A statement that a situation is unsatisfactory or unacceptable.

*Dispute:* A disagreement between two employees.

**Procedure**

Develop a written procedure for handling complaints and disputes. The following steps should be considered for inclusion in the procedure.

- Employees should strive to resolve issues informally.
- If an informal resolution is not possible, employees should submit a written complaint to their Supervisor.
- If the Supervisor cannot resolve the issue, the employee may submit a written complaint to the Human Resources Manager.
- The Human Resources Manager shall determine the final resolution.

**Responsibilities**

It is the responsibility of all employees to use this process to resolve complaints and disputes. Supervisors are responsible for enforcing the procedure. The Human Resources Department is responsible for ensuring that all complaints and disputes reach a resolution.