



Comment and Complaint Procedure

Comments and/or complaints may be submitted to the Cache Valley Transit District (the District) in the following ways: phone, personal contact, written comment card or on the District website. General comments or complaints may be submitted on the website (www.cvtdbus.org) by selecting "Menu" and then selecting "Contact Us". If a person wishes to file an ADA or Title VI complaint due to discrimination, the person should use the complaint form found at www.cvtdbus.org, select "Menu" and then select "Title VI and ADA". Additional information about Title VI and ADA complaints is also located on this website.

The District is committed to evaluating and responding to comments and complaints promptly and equitably.

Once a comment or complaint is received, the District determines the appropriate person to respond to the issue. If the person filing the comment or complaint requests to be contacted, the initial contact will generally occur within 72 hours of receipt of the comment or complaint. If the complaint is not resolved with this initial contact, the District will determine additional steps to be taken which may include an investigation. If requested, the District will continue to update the person filing the complaint during this process until a final resolution is reached.

Title VI and ADA Complaints

The District encourages individuals that wish to file a Title VI and/or ADA complaint to use the District website where an individual can access the complaint form. From the website, an individual can either print the complaint form and submit it by mail, or submit the completed complaint form through the website. If a person does not have internet access, they may request that a District representative print the complaint form off of the website for them.

Once a Title VI or ADA complaint is received, the District will open an investigation into the complaint. The District may contact the person filing the complaint and/or others to verify information and ascertain facts. Additionally, the District may review video recordings, audio recordings or use other means to verify allegations or statements obtained during the investigation. The District is committed to resolving complaints in a prompt and equitable manner. If requested, the person filing the complaint will be updated on the progress of the investigation and the final resolution to the complaint.