

Notifying the Public of Rights Under Title VI City of West Plains Transit

The City of West Plains Transit operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful, discriminatory practice under Title VI may file a complaint with Mike Falwell, Transit Manager.

For more information on the City of West Plains' civil rights program and the procedures to file a complaint, contact (417) 256-1241 or (417) 293-0921. You may also contact us by mail at PO Box 710, West Plains, MO 65775, or visit our administrative offices at 1910 Holiday Lane, West Plains, MO 65775.

If information is needed in another language, contact (417) 256-1241 or (417) 293-0921.

City of West Plains Transit Rider Complaint Procedure

The city of West Plains Transit believes every rider is entitled to express any concerns, whether positive or negative, about the service he/she has received. To ensure that all riders receive quality transportation, the City of West Plains Transit has established the following procedure concerning complaints and grievances.

Complaints involving violation of Title VI of the Civil Rights Act of 1964, the Equal Employment Opportunity Act or the Americans with Disabilities Act are included in this policy.

1. All riders will be given a copy of this grievance policy.
2. Each vehicle will have an interior sign stating that a copy of this policy may be obtained by calling 417-256-1241.
3. Complaints must be made in writing and state the following information:
 - A. Date of occurrence;
 - B. Time of occurrence;
 - C. Location;
 - D. Employee involved ; and
 - E. Nature of the complaint.

Anyone who needs assistance in filing a complaint may contact the City Administrator's office at 256-1241, Complaints received by telephone will be documented but no action will be taken until the complainant signs the complaint. The complainant may either visit City Hall or request the document be mailed to them.

Complaints received anonymously will be documented but no action will be taken unless a written complaint is also received.

The City of West Plains Transit will use all complaints as a source for training drivers and other employees in customer service.

4. Complaints will be resolved at the lowest possible level. Initial complaints should be mailed to:
Mike Falwell, City of West Plains Transit Manager
PO Box 710
West Plains, MO 65775
417-256-1241 or 417-293-0921
5. Upon receipt of a complaint, the transit manager will gather evidence about the complaint and document all findings. Every effort will be made to resolve the complaint within 30 days of receipt.
6. If the rider is not satisfied with the decision, he/she must then ask that the next highest level of authority consider the complaint and issue an opinion.