

Tuolumne County Transit Agency

Complaint Process



Notice and Grievance Procedure for Complaints

Tuolumne County Transit Agency has established a process for investigating and resolving complaints against Tuolumne County Transit based on services, programs and facilities.

TCTA's transit coordinator or his/her designee shall be responsible for overseeing investigations and responses to complaints against Tuolumne County Transit.

Required information: Complainant's name, address, phone number, route number, date, time, location, direction and details. Complaints with incomplete information may result in delayed investigations and responses. TCTA cannot respond to complaints without the complainants mailing address.

How to file a complaint: Fill out a TCT customer comment/complaint form. Complaint forms and process information are available online at www.tuolumnecountytransit.com, TCTA main office, TCT operations center, or by calling 209.532.0404.

Complaints may be submitted to TCTA as follows:

1. By Telephone if assistance is needed fill out the Complaint Form, call TCTA transit coordinator at 209.533.6564.
2. Mail completed form to TCTA transit coordinator- 975 Morning Star Dr, Sonora, CA 95370
3. Submit completed form in person at:
 - a. TCTA main office, 975 Morning Star Dr. Suite A, Sonora CA, 95370
 - b. TCT Operations Center, 13033 Sanguinetti Loop Rd, Sonora CA, 95370

For assistance in completing a Complaint Form, it is advisable to call TCTA in advance to schedule an appointment (209.533.5603). The TCTA transit coordinator or designee will offer instructions on how to file a written complaint. Before concluding the interview, the staff member will ask if the complainant wishes to have the information reviewed for accuracy and will make any requested corrections.

Acknowledgement of Complaint Receipt:

Within seven (7) days after receipt of the complaint, a letter will be sent to the complainant that includes the following:

1. Acknowledgement that their complaint has been received and forwarded for investigation.
2. The date by which a response will be sent to the complainant.
3. How to contact the TCTA if the complainant does not receive a response by the stated date.

Investigation of Complaint: The designated TCTA staff member will investigate the complaint and respond in writing within a reasonable time, not to exceed 30 days from receipt of the complaint. The response will set out a process for resolution of the complaint. If no action is taken, the response will state the reasons for the decision. (TCTA employee and TCTA transit contractor's personnel files are confidential; therefore, specific information on disciplinary actions resulting from complaints will not be shared.)

Time Limits:

The parties may extend any time limit set out above by written agreement.

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975 Morning Star Dr, Sonora, CA 95370 (209) 533.6564