

Winchester Transit Complaint Response Policy

Policy standard: To provide guidelines and ensure proper monitoring of response procedures regarding complaints made to Winchester Transit. Please utilize the complaint form when submitting complaints to Winchester Transit.

Winchester Transit can receive complaints by the following methods:

- Written
- Electronic
- Verbally- Phone or In Person
- Alternative methods can be accommodated for individuals with disabilities upon request

Complaints should be made within 180 days of the event. All complaints will be received by the designated staff and documented appropriately. Upon acknowledgement of the complaint, the designated staff will investigate the event. Designated staff are trained to make accurate determination of the complaint validity and will exhaust all measures to ensure that the event is thoroughly investigated. A written response to the complaint will be finalized within 15 days of receiving the initial complaint. However, our goal is to give the most immediate response possible once an investigation is completed.

You have the right to appeal the response/decision made by Winchester Transit using the appropriate appeals process.