



## COMPLAINT POLICY AND PROCEDURES

At Snow Goose Transit (SGT) we strive to provide top-notch customer service. To ensure this goal, we provide a secure means of filing a complaint and strict procedures to ensure the privacy of those who file a complaint. Below you will find the procedures for filing a complaint, to include who will receive the complaint, the investigation process, follow-up procedures, and the resolution process.

When a customer files a complaint against an SGT team member or other passenger, they can complete the complaint form. This form is sent to:

SGT Operations Manager: Melissa Johnson

Email: [mjohnson@lincolnhill-rc.org](mailto:mjohnson@lincolnhill-rc.org)

Mail:

Snow Goose Transit  
C/O Melissa Johnson  
7430 276<sup>th</sup> St NW  
Stanwood, WA 98292

The SGT manager will review the complaint upon receipt and initiate the investigation process. The manager has 24 hours, excluding holidays or weekends, to provide an update to the claimant informing him:

- The complaint was received
- What steps will be taken to determine the outcome?
- When the next update will occur

Once the investigation has been initiated, the information package will be secured in a place accessible only by the SGT Operations Manager. The SGT Operations Manager will inform the Director of Lincoln Hill Retirement Community (LHRC) of the complaint, and where the investigation is currently located. Regular updates should occur as often as necessary to facilitate the investigation, unless there are holidays or other unforeseen delays.

When the validity of the complaint is determined, the SGT Operations Manager and the LHRC Director will determine:

- Is corrective action necessary?
- Adequate response to the complaint
- Disciplinary measures, if necessary

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Upon completion of the investigation, all associated documents will be archived in a secure location for no less than seven (7) years. If any disciplinary action is required, the results will be archived in the employee's personal file.

Copies of all complaints will be sent to WSDOT as required.

If a complaint is filed against the Operations Manager, the Director of LHRC /SGT will determine who will conduct the investigation and follow the company's guidelines to ensure a non-biased outcome.

If a complainant is not satisfied with the outcome of the complaint, they may file a rebuttal complaint for review by the Director of LHRC/SGT.

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# SNOW GOOSE TRANSIT

## CUSTOMER CLAIM FORM

Customer Name:		Date:
Address:		
City:	State:	Zip Code:
Telephone:	Best time to contact: <i>(Circle One)</i> <i>Late morning night</i>	
E-mail address:		
Date of complaint:	Time of complaint:	
Description of the complaint:		
<input type="checkbox"/>	Late travel	Driver Name:
<input type="checkbox"/>	Lost Journey	Bus #:
<input type="checkbox"/>	Driver behavior	Other:
<input type="checkbox"/>	Passenger discomfort	
<input type="checkbox"/>	Booking problem	
<input type="checkbox"/>	Vehicle problems	

For use in Office only:

Date of receipt:	Assigned to:
Description of the resolution:	
Date of resolution:	Date of notification to the customer:
Additional action required: YES NO	Signed:
Notes:	

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