



Kingman Area Regional Transit

COMPLAINT PROCESS FOR KART

Purpose: To promote improved customer and vendor relations

Complaints are initiated either by:

- Mailing written complaint to the KART office at 3700 E. Andy Devine Ave., Kingman, AZ 86401
- Compliment/Complaint forms are located on each bus and can be either placed in the fare box or mailed to the above address
- Email – kart@cityofkingman.gov
- Telephone the KART office at (928) 681-7433
- In person at address shown above

To ensure that KART is able to investigate complaints, they should be submitted as early as possible from the time of the allegation to be afforded the procedural steps described in this policy. If not received in a reasonable amount of time, some complaints may not afford the complainant with all of the steps and protocol described herein.

All complaints must be completed in writing either by the complainant or their representative or by the appropriate KART personnel. Telephone complaints will be reduced to writing by the individual taking the call.

All complaints are investigated by the Public Transit Superintendent.

All complaints are entered into a computerized system by either the KART dispatcher or Public Transit Superintendent for reporting purposes.

If the complainant or their representative requests a written response to their complaint, one will be sent within ten business days of receiving the complaint.

If the complainant or their representative does not agree with the response, they may contact the Director of Public Works to request a further investigation.

If the complainant or their representative does not agree with the response from the Director of Public Works, they may appeal to the City Manager, located at the City Complex Building, 310 N. 4th Street, Kingman, AZ 86401, for a final decision.

Upon receiving the complaint or grievance, the City Manager, or designated representative, should discuss the matter with the complainant and the Department Director. The City Manager may designate a fact-finding committee to advise

appropriate action or direction concerning the complaint or grievance. A decision shall be rendered in writing within twenty calendar days.

Failure of the complainant to take further action within ten calendar days after receipt of any decision will constitute a waiver of any further action.

Decisions of the City Manager are final and are not subject to the appeal process.

Employees should use the policy in the City of Kingman Personnel Rules & Regulations.

TITLE VI COMPLAINTS

Kingman Area Regional Transit (and its subcontractors, if any) complies with Title VI of the Civil Rights Act of 1964. The level and quality of transportation service will be provided without regard to race, color, national origin, age, sex or disability.

Any person who believes he/she or any specific class of persons is subjected to discrimination prohibited by Title VI may, by him/herself or by a representative, file a written complaint with the ADOT Civil Rights Office or the Federal Transit Administration (FTA). If the complaint is filed against Kingman Area Regional Transit, the Transit Superintendent is required to forward the complaint to the ADOT Civil Rights Office. All complaints will be promptly investigated by the ADOT Civil Rights Office or the FTA.

ADOT Contact information:

ADOT Civil Rights Office
1135 N. 22nd Ave.
2nd Floor Mail Drop 154A,
Phoenix, AZ 85009
(602) 712-7761

For more information on the Kingman Area Regional Transit civil rights program or to file a complaint contact:

Sheri Furr
Public Transit Superintendent
Kingman Area Regional Transit (KART)
3700 E. Andy Devine Ave.
Kingman, AZ 86401
(928) 692-3103
sfurr@cityofkingman.gov