

COMPLAINT PROCEDURE

City of Bowling Green staff or B.G. Transit staff who encounter persons wishing to make a complaint shall provide them with a Complaint Report form and procedure.

Complaints:

- Must be in writing on the City's B.G. Transit Complaint Report form
- Must be signed and dated
- Complaints must be submitted within 15 calendar days of the date of offense, except Title VI complaints must be submitted within 180 calendar days and have their own form
- Must be submitted to:
Community Development Administrator
305 N. Main Street
Bowling Green, Ohio 43402
mwoelke@bgohio.org

If a complainant is unable or incapable of providing a written statement, a verbal complaint may be made to the Community Development Administrator, Community Development Administrative Secretary or, in both parties' absence, any other available staff. Under these circumstances, the complainant will be interviewed and the staff person receiving the complaint will convert the verbal allegations to writing. The staff person recording the complaint will sign and date the B.G. Transit Complaint Form.

COMPLAINT REVIEW AND RESPONSE

The Community Development Administrator will review and investigate all Complaint Reports received. All responses to all complaints will be made in writing, addressing each substantive issue raised in the protest. Response will be made by the Community Development Administrator within fifteen calendar days after receiving the complaint. A copy of the response will be forwarded to the Municipal Administrator. The written response will advise the Complainant that she/he has the ability to submit a written request for second review of the matter.

SECOND REVIEW

In the event the Complainant believes that the situation has not been resolved satisfactorily, she/he may submit a written request for second review. This written request must be received within fifteen calendar days of the date noted on the initial response letter. The request for second review must be addressed to:

Community Development Administrator
305 N. Main Street
Bowling Green, Ohio 43402

Once received, the Community Development Administrator will forward the written request to the Municipal Administrator, who will render a written response to the Complainant. The written response will be sent via certified mail to the Complainant within 15 calendar days after being received by the City.