

VALPARAISO PUBLIC
TRANSPORTATION
COMPLAINT
POLICY



Approved By Board of Public Works and Safety on:

June 13, 2014

Amended By Board of Public Works and Safety on

COMPLAINTS

The City of Valparaiso provides a complaint form on every transit vehicle. A complaint may be submitted in writing using this form. A complaint may also be phoned into the V-Line or ChicaGo Dash offices. Phone-in complaints shall be documented by our dispatchers and given to the City of Valparaiso Transportation Manager.

Complaints should be submitted within 10 business days of the incident.

Preferably complaints should include the complainant's name and contact information. Complaints made anonymously will be investigated by the transit operator, but it will not be possible to provide feedback without contact information for the complainant. The complaint should include the date of the incident, location, who was involved, and a description of what occurred.

The transit operator will review the complaint within 30 business days of receipt and if contact information is provided, will notify the complainant of the resolution.

(See Complaint form for more information.)