



## Lake County Transit Complaint Form

Lake County Transit Division

P.O. Box 7800

Tavares, FL 32778-7800

Telephone: 352-323-5733

Fax: 352-323-5755

Operating Hours: Monday – Friday, 8 a.m. to 5 p.m.

### INTRODUCTION (Please type or print your information clearly)

Lake County Transit Division is committed to providing safe and reliable Transit options within Lake County. Customers of Lake County Connection or LakeXpress are a fundamental aspect of our business and as such, their feedback is crucial to the growth and development Lake County's transportation services.

The Lake County Transit Division Customer Complaint Policy has been established to ensure that passengers have an easy and accessible way to provide feedback to Lake County Transit Division regarding complaints, comments, suggestions, or concerns. A complaint form is available upon request.

All incident-related complaints must be filed within 180 days from the date of the incident. Feedback sent via e-mail, mail, or fax will receive a response within ten business days.

### PART 1 – GENERAL INFORMATION

Name:

Address

City: Eustis

State: FL

Zip:

Telephone:

Mobile:

Fax:

Transit Service – Check all that applies:

LakeXpress:

Lake County Connection:

Is the reason for this complaint related to an employee?  Yes  No If so, please complete the following

Employee:

Route:

Incident Date, Time & Location:

Would you like a return call?:  Yes  No

Is the basis of this complaint based on a protected Civil Rights Class, if so what type?: (Check all that apply)

Race  Color  National Origin  Creed  Sex

Sexual Orientation  Military Status  Honorably Discharged Veteran

- The Presence of any Sensory, Mental, or Physical Disability  
 Use of trained Guide Dog or Service Animal by a Person with a Disability

**Please describe the nature of the complaint or the events that took place:**

**PART II - CERTIFICATION**

I certify that the information on this form and any attachments are true and correct to the best of my knowledge.

\_\_\_\_\_

Complainant's Signature

\_\_\_\_\_

Date

If you are not satisfied with the final outcome, you have the right to file a complaint for appeal with one of the following organizations: Lake~Sumter Metropolitan Planning Organization, Florida Commission for the Transportation Disadvantaged, Florida Department of Transportation or Federal Transit Administration.

**For Administrative Use Only:**

**Investigation Results:**

**Action Taken:**

Investigated By: \_\_\_\_\_ Driver/Employee: \_\_\_\_\_

Vehicle No.: \_\_\_\_\_ Date of Response: \_\_\_\_\_ Valid/Invalid: \_\_\_\_\_

Driver Counseled: \_\_\_\_\_ Response By: \_\_\_\_\_ Date Logged: \_\_\_\_\_

Disciplinary Action: \_\_\_\_\_ Response Type: \_\_\_\_\_  
(phone, fax, report, etc.)

**Complainant Notified by Telephone By:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

**Comments:**