



BLAIR SENIOR SERVICES

AREA AGENCY ON AGING

1320 TWELFTH AVENUE ALTOONA, PA 16601

MAIN OFFICE
814-946-1235
1-800-245-3282

TRANSPORTATION
814-695-3500
1-800-458-5552

www.blairsenior.org

SHARED RIDE TRANSPORTATION PROGRAM COMPLAINT PROCESS POLICIES AND PROCEDURES

COMPLAINT

- ❖ *“A complaint is an issue, dispute or objection presented by, or on behalf of, a client regarding the Shared Ride Transportation Program, or the coverage, operations or management policies of the Shared Ride Transportation Program other than a form of denial of service.”*

PROCEDURES

In order for your complaint to be heard, you **MUST FOLLOW THE PROCEDURES LISTED BELOW:**

1. Contact the Shared Ride Transportation Office at (814) 695-3500 or 1-800-245-3282 (TTY-TTD 949-4856).
2. If you are unable to call during regular business hours, you may leave a message by stating your name, phone number, the best time to be reached, the date and time of the incident, and the staff person(s) involved.
3. If you do not have access to a telephone, you may mail your complaint to the address specified in **SECTION II**. In your written complaint, be sure to include your name, phone number, mailing address, the date and time of the incident, and the staff person(s) involved.
4. State your reason(s) why you would like to file a complaint. All complaints must be received within (30) calendar days of the incident. After this date, the Shared Ride Program reserves the right to dismiss your complaint without review.
5. You have the right to have someone file a complaint on your behalf. If someone is filing the complaint on your behalf, please provide their name, address and telephone number in addition to your information.

Your complaint will be reviewed by staff not involved in the specific incident. Staff will record your complaint, investigate the issue, and respond to you within one (1) to two (2) business days.

If the complaint is not resolved, the Agency's President or designee will review the complaint and respond within ten (10) business days.

SECTION II

Operations Manager or Transportation Manager
Blair Senior Services, Inc.
1320 12th Avenue
Altoona, PA 16601
(814) 695-3500

Agency President or Designee
Blair Senior Services, Inc.
1320 12th Avenue
Altoona, PA 16601
(814) 946-1235

SECTION III Consumer Complaint and Information

Please print your
current address and
telephone number,
including area code

Representative's name
and telephone number