

## Formal Grievance Procedure

The complaint should be in writing and contain information about the grievance such as date complaint was filed, the name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request. The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Complaints may be submitted by mail, or in person at:

OSU-Stillwater Community Transit  
1006 W Hall of fame  
Stillwater, ok 74078

Complaints may be Emailed to:

[Transit@okstate.edu](mailto:Transit@okstate.edu)

Within 15 calendar days after receipt of the complaint, a Transit Supervisor, or his/her designee will meet with the complainant or Schedule a phone call/zoom meeting to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Transit Supervisor, or his/her designee will respond in writing if requested by the complainant, and where appropriate, to the format accessible to the complainant. The response will explain the position of the Agency and offer options for substantive resolution of the complaint.

If the response by the Transit Supervisor, or his/her designee does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Transit Manager, or his/her designee. Within 15 calendar days after receipt of the appeal, the Transit Manager or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Transit Manager or his/her designee will respond in writing if requested by the complainant, and where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Transit Supervisor or his/her designee, appeals to the Transit Manager or his/her designee, and responses from these two offices will be retained by OSU-Stillwater Community Transit for at least five years. Formal complaints can be obtained from the OSU-Stillwater community transit by submitting an open records request to the OSU department of brand management.