Hopelink
Customer Comment and Complaint Policy
December 2020

Hopelink is committed to providing reliable, safe, and satisfying transportation options for the community. Customers of Hopelink are a fundamental aspect of our business and as such, their feedback is crucial to the growth and development of the agency.

Hopelink established its customer comment and complaint policy to ensure that customers of the agency have an easy and accessible way to provide feedback to the agency. Hopelink is open to hearing any customer feedback including complaints, comments, suggestions, or concerns.

Contacting Hopelink
Customers can contact Hopelink in the following ways:

1. **E-mail**: Customers may email Ombudsperson@hopelink.org.

2. **Website**: Customers may offer feedback at the following link: https://www.hopelink.org/feedback.

3. **Telephone**: Customers can call toll free at 1-800-923-7433. Persons who are deaf or hard of hearing may contact us by calling the Washington State Relay at 711. This line is available 24 hours a day, seven days a week.

4. **US Mail**: Customers can mail feedback to the Hopelink administration office at 8990 154th Avenue Northeast, Redmond, Washington 98052 or directly to Hopelink Transportation at 14812 Main St., Bellevue, Washington 98007.

5. **Fax**: Customers may send written feedback by fax to 425-644-9956.

Reasonable accommodations, translation, and interpretive services
Upon request, Hopelink can provide this policy and the agency’s comment form in alternate formats (i.e. Braille, large print, audio version) and languages other than English.

For customers who speak a language other than English, Hopelink will use the services of Language Line to facilitate calls. Customers wishing to use the translation service should call our Customer Service Line at 1-800-923-7433 and if possible, state your preferred language in English or begin speaking in your preferred language. Within a few moments, the Customer Service Representative will connect with the language translation service to assist you, using your preferred language.

Feedback acknowledgement
Hopelink values all feedback from its customers. Customers are welcome to provide comments and feedback using any of the avenues listed above. However, customers must provide complaints in writing. If you need help providing a complaint in writing, please contact us. Complaints must be submitted within 180 days of the incident.

Hopelink will respond to all comments, complaints, or service suggestions if the agency receives the communication with legible contact information. Hopelink will respond to comments, complaints, or service suggestions the agency receives via email and phone messages within 72 hours. Hopelink will respond to comments, complaints, or service suggestions the agency receives via U.S. mail or fax within seven business days.

Hopelink may contact you if additional information is needed. If contact information is not provided or outreach is not responded to, Hopelink may close the investigation after 14 days.

Hopelink will take all possible measures to respect the contact and personal information provided in a comment or complaint; however, Hopelink is subject to state and federal complaint reporting requirements, as well as public records requests, and therefore confidentiality cannot be guaranteed.

**Feedback review process**
As a first step, the agency’s Ombudsperson will review all customer feedback. The Ombudsperson will then distribute the feedback to the appropriate representatives within the agency based on the category of the comment or complaint.

**Civil Rights feedback**
Hopelink will send customer feedback or complaints about discrimination against persons on the grounds of race, color, or national origin to the agency’s Title VI officer. See Hopelink’s Title VI Plan for more information.

Hopelink will send customer feedback or complaints about discrimination on the basis of disability and requests for reasonable accommodations to the agency’s Americans with Disabilities Act (ADA) Coordinator. See Hopelink’s ADA Policy for more information.

**Equal Employment Opportunity feedback**
Hopelink will send feedback or complaints from Hopelink employees, applicants, or subcontractors about discrimination on the basis of race, color, religion, national origin, gender, marital status, family-with-children status, age, disability, veteran/military status, or sexual orientation/gender identity to the agency’s Equal Employment Opportunity (EEO) Officer. See Hopelink’s Equal Employment Opportunity Policy for more information.

**General operations feedback**
Comments or complaints involving agency customer service will remain with the Ombudsperson for review for clarity and sufficiency of information, then forwarding to the responsible party for a response. The responsible party issues a response to the
concern; this response is reviewed by the Ombudsperson to ensure the response addresses the clients concerns, including any necessary corrective actions. Hopelink will send feedback, recommendations, and complaints about Hopelink services and programs to the responsible Director. Hopelink will send employee commendations to the proper supervisor.

For the names and contact information of the Ombudsperson, Title VI Officer, ADA Coordinator, EEO Officer, and Directors, please see Attachment A of this policy.

**Appeals process**

Any person dissatisfied with Hopelink’s decision in response to their comment, complaint, or service suggestions may appeal the decision. To appeal, respond in writing to Hopelink’s response to your original comment or complaint.

A review team consisting of Hopelink’s General Manager/Director, Customer Ombudsperson, and one other staff member will review customer appeals. A client may also choose to request an administrative Fair Hearing with Health Care Authority (HCA) should they not agree with a decision made by Hopelink.

If the customer is not satisfied with the outcome of the appeals process or how Hopelink handled their complaint, the customer may file a complaint with any of the following organizations:

<table>
<thead>
<tr>
<th>Washington State Department of Transportation</th>
<th>Federal Transit Administration</th>
<th>U.S. Department of Justice</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Transportation Division</td>
<td>Office of Civil Rights</td>
<td>Civil Rights Division</td>
</tr>
<tr>
<td>Attn: ADA &amp; Title VI Coordinator</td>
<td>Attn: Complaint Team</td>
<td>Attn: Coordination and</td>
</tr>
<tr>
<td>PO Box 47387</td>
<td>East Building, 5th Floor – TCR</td>
<td>Review Section - NWB</td>
</tr>
<tr>
<td>Olympia, WA 98504-7387</td>
<td>TCR</td>
<td>950 Pennsylvania Ave</td>
</tr>
<tr>
<td><a href="mailto:transit@wsdot.wa.gov">transit@wsdot.wa.gov</a></td>
<td>1200 New Jersey Avenue, SE</td>
<td>NW Washington, DC</td>
</tr>
<tr>
<td></td>
<td>Washington, DC 20590</td>
<td>20530-0001</td>
</tr>
<tr>
<td></td>
<td>FTACivilRights</td>
<td></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:Communications@dot.gov">Communications@dot.gov</a></td>
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</table>

**Protection from retribution**

Retaliation against an individual who submits a comment or complaint to Hopelink is strictly prohibited and will not be tolerated.

If an individual feels that Hopelink treated them unfairly in response to the feedback that they provided, they should contact the Hopelink Ombudsperson. Please see Attachment A of this policy for their direct contact information.

Hopelink will appropriately investigate and discipline any employee that the agency finds to have retaliated against an individual for submitting a comment or complaint.
**Information about this policy**
Hopelink will make this policy available in the following ways:

1. Hopelink’s educational material about the Medicaid Brokerage contains the following invitation to customers:

   *For Complaints, commendations and comments regarding your trip please contact the Hopelink King County reservation line at 800-923-7433, Snohomish County reservation line at 855-766-7433.*

   These brochures are distributed throughout King and Snohomish counties at medical facilities and available online at Hopelink’s website, www.hopelink.org. The brochure is available in English, Spanish, and Russian.

2. For services in contract with King County Metro for the King County DART program, customer comment guidelines are established by the Metro transit authority. Printed route schedules on board the bus provide information for contacting Metro’s Customer Service department, including their website at [https://kingcounty.gov/depts/transportation/metro/contact-us.aspx](https://kingcounty.gov/depts/transportation/metro/contact-us.aspx).

3. On comment/complaint cards, which Hopelink makes available at the agency’s service centers and at outreach events.


Customers may request Hopelink provide this policy in an accessible format or a language other than English by contacting the Ombudsperson at Ombudsperson@hopelink.org.

**Reporting and Tracking**
Annually, Hopelink’s General Manager/Director will compile an anonymized summary of customer comments and complaints and share it with the Hopelink Board, staff, and employees for use in reviewing and evaluating service.

Hopelink will maintain a tracking system for all feedback from customers. The tracking system will assign a unique identification number to each customer’s comment or complaint and allow ready access to information on the status of comments or complaints at any time.

Hopelink will retain complaint files in compliance with the Washington State Archives Office’s Common Records Schedule and the WSDOT Consolidated Grant Program requirements. Hopelink’s complaint files will include:

- Date Hopelink received the complaint.
• Summary of the complaint’s allegations.

• Status of the complaint.

• Actions taken by Hopelink, including, if applicable, the forwarding of a complaint for investigation by WSDOT, the Federal Transit Administration, or the U.S. Department of Justice.

Attachments:
  A. Current Hopelink staff contact list for civil rights complaints
  B. Hopelink customer comment/complaint form
Attachment A: Current Hopelink staff contact list for civil rights complaints

1. Title VI Officer
   Chief Operating Officer
   8990 154th Avenue Northwest, Redmond, WA
   (425) 869-6000
   TitleVI@hopelink.org

2. ADA Coordinator
   Chief Operating Officer
   8990 154th Avenue Northwest, Redmond, WA
   (425) 869-6000
   ADA@hopelink.org

3. EEO Officer
   VP of Employee Engagement and HR
   8990 154th Avenue Northwest, Redmond, WA
   (425) 869-6021
   amichaels@hopelink.org

4. NEMT Operations Director
   Susan Carter
   (425) 943-6737
   susanc@hopelink.org

5. Direct Operations (DART) General Manager
   Dan Walker
   (206) 391-0335
   dwalker@hopelink.org

6. Mobility Management Director
   Staci Sahoo
   (425) 943-6769
   ssahoo@hopelink.org

7. Ombudsperson*
   ombudsperson@hopelink.org

*Multiple staff receive this correspondence, which includes but is not limited to: NEMT Operations Director, NEMT Customer Service and Scheduling Managers, Contracts Specialists, and Transportation Program Coordinator.
Hopelink Title VI, ADA, and General Complaint Form

Section I:
Name:
Address:
Telephone: Email:
Accessible Format Requirements? Large Print TDD
Audiotape Other:

Section II:
Are you filing this complaint on your own behalf? Yes No
If yes, skip to Section III
If no, please supply the name and relationship of the person on whose behalf you are filing:
Please explain why you have filed for a third party:
Have you received permission from the third party to file on their behalf? Yes No

Section III: TITLE VI ONLY
I believe the discrimination I experienced was based on (check all that apply)
Race Color National Origin
Date of incident:
Please explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as the names and contact information for any witnesses (if known)


**Hopelink Title VI, ADA, and General Complaint Form**

<table>
<thead>
<tr>
<th>Section IV:</th>
<th>TITLE VI ONLY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have you previously filed a complaint with this organization?</td>
<td>Yes [ ] No [ ]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section V:</th>
<th>TITLE VI ONLY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State Court?</td>
<td>Yes [ ] No [ ]</td>
</tr>
<tr>
<td>If yes, please check all that apply</td>
<td></td>
</tr>
<tr>
<td>[ ] Federal Agency:</td>
<td>[ ] State Agency:</td>
</tr>
<tr>
<td>[ ] Federal Court:</td>
<td>[ ] Local Agency:</td>
</tr>
<tr>
<td>[ ] State Court:</td>
<td></td>
</tr>
</tbody>
</table>

Please provide contact information for the agency/court where the complaint was filed.

Name: [ ] Title: [ ]
Agency: [ ]
Address: [ ]
Telephone: [ ]

<table>
<thead>
<tr>
<th>Section VI:</th>
<th>For ADA or General Complaints</th>
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</thead>
<tbody>
<tr>
<td>Name of person or program this complaint is against:</td>
<td></td>
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</tbody>
</table>

For non-Title VI complaints, please use the space below to explain the issue/experience:

- [ ]
- [ ]
- [ ]
- [ ]
- [ ]
- [ ]
- [ ]
- [ ]

Signature: [ ] Date: [ ]

Please email this form to hopelink@hopelink.org or mail to:
ATTN: Chief Operating Officer
Hopelink
PO Box 3577
Redmond, WA 98073-3577