

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:

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

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>.
3. On comment/complaint cards, which Hopelink makes available at the agency's service centers and at outreach events.
4. On Hopelink's website at <https://www.hopelink.org/about-us>.

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.

