



## **PAT Passenger Complaint Policy**

Petersburg Area Transit (PAT) is committed to providing residents and visitors of Petersburg and the surrounding Tri-City area with safe, reliable, and responsible transportation. Customer feedback is essential to maintaining and improving our services.

All complaints are investigated. Customers who file a complaint will receive a return call the same day, or the next business day if the complaint is submitted after customer service hours.

### **Complaint Categories**

All complaints are handled with equal seriousness and are resolved according to PAT's Complaint Policy Guidelines. Complaints may relate to:

- Paratransit & Fixed Route ADA concerns
- Service issues
- Security matters
- Customer service interactions
- Petersburg Station operations

### **How to File a Complaint**

Customers may submit a complaint in any of the following ways:

1. Through PAT's website: **[www.ridepat.com](http://www.ridepat.com)**
2. By calling PAT Customer Service 804-733-2413
3. By downloading and printing a formal complaint form, then mailing it or submitting it at the front desk at: **100 W. Washington St., Petersburg, VA 23803**
4. By requesting assistance from PAT Customer Service. Our team is available to help you complete and submit a complaint or compliment in person or by phone.
5. By requesting a complaint form at the front desk. **Forms are available upon request.**

## **PAT Complaint Process**

Once a customer submits a complaint, PAT follows a consistent process to ensure every concern is documented, investigated, and resolved.

### **How Complaints Are Received**

- **Website submissions** — An automatic email notification is sent directly to Customer Service.
- **Phone submissions** — A Customer Service representative completes a paper complaint form on behalf of the customer.
- **Mail submissions** — Once the mailed form is received, Customer Service logs the complaint into the system.

### **Complaint Intake and Tracking**

After Customer Service receives a complaint—regardless of how it was submitted—the following steps occur:

1. The complaint is assigned a unique **ID number** for tracking.
2. The customer is contacted to confirm receipt and gather any additional information needed.
3. The complaint is forwarded to the **appropriate department** for investigation.

### **Investigation and Resolution**

The department responsible reviews the complaint, conducts any necessary investigation, and determines the appropriate response or corrective action.

Once the investigation is complete:

- The **department head** contacts the customer to share the findings and outcome.
- The complaint is formally **closed** in the system.