

**ClasTran**  
Procedures for Customer Follow-Up Form

ClasTran requests all any concerned citizen or rider to complete a Customer Follow-Up Form for all service complaints experienced with ClasTran Services. ClasTran service may include but is not limited to complaints about a driver, complaints about a service i.e. tardiness, etc.

Please fax the Customer Follow-Up Form to ClasTran at (205) 325-8788.

Please follow the steps below when completing the form:

1. The concerned citizen or rider should complete Part I and II. It is very important to provide accurate, detailed information about the incident. If additional space is needed, please use a separate sheet. For items on the form that does not apply, use "N/A" for not applicable. This is to ensure no section is overlooked. Incomplete forms will be returned. Below are detailed descriptions of the items in this section:
  - a. Reported by: the individual receiving/reporting the complaint.
  - b. Name of Client: the name of the individual who utilizes ClasTran's service.
  - c. Guardian: the parent, legal guardian, or power of attorney of the rider.
  - d. Date and Time of Incident: Please pay special attention to this section. A concern citizen or rider may report an incident a day(s) after reporting the incident to ClasTran. In addition, it is important to pinpoint the time an incident occurred. With the client population ClasTran serves, the individual or family member may have to ask the rider creative questions related to the morning or afternoon to determine a time.
  - e. Complainant: The individual making the complaint, i.e. the rider, the rider's family member, a public citizen.
  - f. Driver Name: Please ask the driver his/her name. If driver refuses, please contact the Operations Department (ext. 291) of ClasTran immediately.
  - g. Bus #: Every ClasTran vehicle is identified by a number. Usually the number is located on the back of the vehicle. This number is important to obtain because it can also identify the driver.
2. A ClasTran representative will complete Part III, IV-A, and IV-B once the complaint is received. According to ClasTran Policy (see page 6 of the Rider's Guide), all reports are investigated and receive responses within 5 to 10 working days.
3. After all detailed information has been collected, the Operations Manager or Supervisor will review all data collected and identify a resolution. The Operations Manager or Supervisor will follow up the individual reporting the complaint.