



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

ClasTran requests all agencies to complete a Customer Follow-Up Form for all service complaints an agency representative and/or the agency's clients may experience with ClasTran Services. ClasTran service may include but is not limited to complaints about a driver, complaints about a service i.e. tardiness.

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

Please follow the steps below when completing the form:

1. The agency representative 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 agency representative receiving the complaint.
  - b. Name of Client: the name of the individual sponsored by the agency.
  - c. Guardian: the parent, legal guardian, or power of attorney of the client.
  - d. Date and Time of Incident: Please pay special attention to this section. An agency representative or client may report an incident some day(s) after reporting it to the agency. In addition, it is important to pinpoint the time an incident occurred. With the client population your agencies and ClasTran serves, the agency representative may have to ask the client creative questions related to the morning or afternoon to determine a time.
  - e. Complainant: The individual making the complaint, i.e. the agency representative, the client, the client's family member, a public citizen.
  - f. Driver Name: Please ask the driver his/her name. If driver refuses, please contact the Scheduling /Dispatch Supervisor or Operations Manager of ClasTran immediately.
  - g. Bus #: Every ClasTran vehicle or vendor 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 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. The ClasTran representative will forward the complaint to the appropriate vendor for a thorough investigation.
3. The ClasTran representative will complete Part IV – A. The vendor involved will have 2 business days to complete the investigation and report back to ClasTran. The vendor representative will provide accurate, detailed information on the investigation. If additional space is needed, please use a separate sheet.
4. After all detailed information has been collected, the Operations Manager or Scheduling/Dispatch Supervisor will review all data collected and identify a resolution. The Operations Manager or Scheduling/Dispatch Supervisor will follow up the appropriate Agency Representative. The agency will not receive detailed information obtained from the investigation but will receive a final resolution to the incident via a telephone call, email, or written correspondence.

**NOTE:** It is important that all agencies, agency representatives, and agency clients understand that all complaints should be reported to ClasTran **NOT** directly to the vendor or the driver. Agency representatives should not direct or ask the driver to perform any tasks. A driver is only to perform tasks given to him/her via ClasTran. A driver should **NOT** contact an agency representative or agency client via business phone, home phone or cell phone related to ClasTran business. If this occurs, please notify ClasTran. The agency representative and/or agency client should direct all communication to ClasTran, who in turn communicates with the driver. (See page 21 of the Rider's Guide)