



North Royalton Comment/Complaint Form

The City of North Royalton is committed to providing you with safe and reliable transportation services and we want your feedback. Please use this form for suggestions, compliments, and **complaints**. You may also call the Office on Aging at 440.582.6333 or visit us at 13500 Ridge Road, North Royalton or email us at officeonaging@northroyalton.org.

For any questions or assistance in completing the form please call Mr. Campbell at 440.237.5759 or Office on Aging 440.582.6333.

Today's Date: _____

Section 1 Type of Comment (Choose one)

Compliment____ Suggestion____ Other____

Complaint_____ **Is your complaint ADA related?** Yes/No (circle one)

Is your complaint Title VI related? Yes/No (circle one)

Section 2 Contact Information

Your Name:_____

Rider ID: _____

Home Address: _____

City, State & Zip Code:_____

Telephone number:_____home/work/cellular

Accessible Format Requirements: Large Print____TDD Relay____ Audio Recording____

Other_____

Section 3 Comments Details

Date of Occurrence: _____ Time of Occurrence:_____

Name/ID of employee or others involved:

Route/Destination:

Location of the
incident:_____

Mobility Aid Used (if any): _____

Description of Incident/actions complained of/ discriminatory action: Please be specific- use additional sheets if necessary.

Did anyone witness the event complaint of? Yes/No

If yes, please indicate who and what they witnessed. _____

Have you filed a complaint regarding these allegations with any other person, organization or agency? Yes/ No.

If yes, please specify: _____

What remedy would you like to see as a result of your complaint?

Section 4 Response

May we contact you if we need more details or information? Yes/No

How would you prefer to receive the City's response to your complaint? **Circle one**

Email: please provide your email address _____

Telephone: please provide the telephone number you prefer and the best time to reach you: _____

U.S. Mail: please provide mailing address: _____

Please return this completed form to:

Bruce Campbell
Safety Director/ADA Coordinator
City of North Royalton 237-5759
14000 Bennett Road
North Royalton, OH 44133
or email him at bcampbell@northroyalton.org