



Humboldt Transit Authority Agency Complaint Form

Date

Time

Person Taking Complaint

Run Number

Bus Number

Date of Incident

Time of Incident

Location of Incident

Employee Complained About

Video Requested?

YES

NO

Nature of Complaint

Employee Response

Employee Meeting Requested

Yes

No

Complainant Contact Name/Number

Bus Video Watched

Date Watched

yes

no

All videos must be watched confidentially.

Meeting format:

Have all documents and video available.

Listen to the employee.

Only ask questions that clarify the complaint.

Respond to reasonable questions but do not permit the employee to interrogate.

Do not allow employee/representative to obtain information they are not entitled to.