



Community Connector

Customer Complaint Resolution Procedure

Procedure

The Community Connector is committed to providing the highest quality service. In addition, Community Connector is committed to ensuring that no service is perceived as less than satisfactory or in alleged violation of any rules or regulations. If anyone does perceive the service as less than satisfactory they may file a complaint by following the procedure outlined below.

Filing a Complaint

A passenger wishing to file a complaint regarding the overall bus experience, or any other aspect of the service, may contact the Dispatch Department regarding the complaint and will be directed to the appropriate staff person to resolve the issue:

- By calling (207)992-4670, during normal business hours.
- Via email at sherri.clark@bangormaine.gov
- Via fax at (207)945-4992 (Attention To: Sherri Clark, Operations Officer, ADA Specialist)
- By writing: Sherri Clark
Operations Officer, ADA Specialist
475 Maine Ave.
Bangor, Me. 04401

When submitting a complaint in writing, the preferred method is to use the Complaint Form [\(click here\)](#). If you, as the complainant, would like to submit a complaint in writing but are unable to write a complaint, a representative at the Customer Dispatch will assist you with the complaint. Community Connector is committed to providing open access to its services to persons with limited ability to speak or understand English; if requested by the complainant, Community Connector Customer Dispatch will provide language translation services.

Accessible format

If a passenger who wishes to file a complaint requires a copy of this Complaint Resolution Procedure in an alternate format or in a language other than English, please call (207)992-4670.