



**BENZIE BUS**

Benzie Bus

# Compliment/Complaint Form

OFFICE USE ONLY

Date Rec: \_\_\_\_\_

Called in Yes  No

Who took report \_\_\_\_\_

**DO YOU WISH THIS REPORT TO STAY CONFIDENTIAL?**

Yes  No

Please complete this form to report a compliment or complaint about Benzie Bus Staff or services. The completed form should be returned to Benzie Bus Office Manager 14150 US HWY 31 Beulah, MI 49617.

A report can be given over the phone by calling 231-251-9003.

**YOUR INFORMATION**

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

E-mail \_\_\_\_\_

**INCIDENT DETAILS**

Date \_\_\_\_\_ Time \_\_\_\_\_ am/pm Bus Number \_\_\_\_\_

Location \_\_\_\_\_

Name of driver or staff member involved \_\_\_\_\_

**DESCRIPTION OF INCIDENT**

Provide a detailed narrative of the incident including the chronological order of events, staff/passengers involvement and action taken. Use the back of this form or attach additional sheet if needed.

**HOW DO YOU THINK THIS CAN BE RESOLVED/ REWARDED**

**WITNESS INFORMATION**

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

Email \_\_\_\_\_

**WITNESS INFORMATION**

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

Email \_\_\_\_\_

All complaints will be investigated in a timely manner. Complaints are kept confidential. This form must be completely filled out.

Over

