

## UCSC VANPOOL COMPLAINT RESOLUTION PROCEDURE

The safety and success of the UCSC Vanpool program relies on the cooperative relationship among its passengers, drivers, and Transportation and Parking Services staff. Each participant must accept personal responsibility to work together to resolve conflicts, and reasonably meet vanpool program requirements, including those pertaining to the comfort of fellow riders. Transportation and Parking Services needs to be notified immediately about issues relating to safety and encourages all participants to call the Vanpool Program Manager if there are any concerns or questions regarding the complaint resolution procedure.

TAPS develops equitable policies and assists with limited conflict resolution, but ultimately it is the responsibility of participants to work together to resolve minor issues. Any member of the vanpool program may ask the UCSC Campus Ombuds for assistance at any time (see page 2 for more information).

**Participation in the vanpool program is a privilege and not a benefit of employment or enrollment at the University, and TAPS reserves the right to refuse participation to anyone.**

Certified vanpool drivers are required to maintain high standards of driving safety. Similarly, all riders should conduct themselves in such a manner as to maximize the safety and comfort of the group. Occasionally, passengers or other motorists may become concerned about a vanpool driver's actions behind the wheel or a vanpool passenger's conduct while riding in a vanpool.

**Unsafe behavior of the driver or passenger will be addressed swiftly and may result in a suspension or immediate termination of program participation.**

Behavior by drivers and riders affecting the safety and comfort of the group should be reported to the Vanpool Coordinator. Examples of driver behavior include appearing to be driving in an unsafe manner, as in speeding or weaving between lanes excessively, or not coming to full stops at intersections. Examples for riders may include inappropriate language, playing audible music on ear buds or headphones, and aggressive or distracting behavior toward driver or other passengers. All participants are expected to uphold UCSC's Principles of Community available on line at: [www.ucsc.edu/about/principles\\_community.asp](http://www.ucsc.edu/about/principles_community.asp). Printed copies are available from the Vanpool Program Manager.

Each complaint will be documented on a "Complaint Resolution" form (see attached). The complaint may address a single incident or a particular pattern of behavior causing the driver or passenger(s) to be uncomfortable with their daily commute. **Drivers who may have been observed driving unsafely, could be asked to step down from their driving duties while a review is underway.**

The driver/passenger will receive a letter from the Vanpool Program Manager outlining the complaint. The driver/passenger will have seven (7) working days to respond in writing. A file will be established for each complaint that is investigated.

Within ten (10) working days of receiving the driver's/passenger's response the information will be reviewed by the TAPS Vanpool Program Manager in consultation with the TAPS Director or designee with the following possible outcomes:

- 1) Complaint is unfounded and dismissed
- 2) Driver/passenger is requested to change behavior

- 3) A retraining session is scheduled to review driving skills
- 4) Vanpool driving/riding status is revoked

If the driver/passenger disputes the finding he/she may request a second review. For complaints about driving incidents or habits, a panel comprised of the Vanpool Program Manager, the TAPS Driver Training Instructor and a member of the campus Police unit will complete the second review. Requests for a second review of passenger conduct complaints may be referred to the campus Ombuds for additional assistance.

The driver/passenger will be informed of the final determination of the review panel within fifteen (15) working days from the date that the second review was requested.

#### UCSC Campus Ombuds

When the Campus Ombuds is asked to assist in resolving a vanpool program disagreement or dispute, the same procedures apply as in any campus situation. The Ombuds will interview each person separately and then decide whether or not to convene a facilitated conversation. A facilitated conversation allows each person a chance to explain the situation and share unique concerns in a safe and respectful environment. Participants can expect:

- Confidentiality, respect and safety
- Insight or a more clear perspective on a troubling situation
- To be heard and understood by the other person in the situation
- Identification of options or agreements for resolving problems
- The opportunity to return if more assistance is needed

If the conversation takes place and agreements are made, it is the responsibility of the participants to abide by those agreements. Once understanding (not necessarily agreement) has been established, the participants are encouraged to work together towards solutions that meet their needs. All agreements are voluntary - The Ombuds has no power to enforce them.

UCSC TRANSPORTATION AND PARKING SERVICES  
VANPOOL PROGRAM  
RESOURCE GROUP

Date:

To:

From: Cathy Crowe  
Vanpool Program Manager

Re: Complaint Resolution Process

Occasionally, Transportation and Parking Services receive a complaint letter regarding the conduct of vanpool riders or the driving habits of our certified vanpool drivers.

On (Date), a complaint has been made which we are obligated to address and resolve.

(General description of complaint)

As outlined in the attached copy of the Complaint Resolution Procedure you are required to complete a response regarding this complaint in writing within ten (10) working days.

Please mail your response to me at "Resource Group," fax it to my attention at 831-469-1943, or email at: [cacrowe@ucsc.edu](mailto:cacrowe@ucsc.edu). If you have any questions I can be reached at 831-469-1942.

Thank you in advance for your help and cooperation in regard to this matter.

**UCSC VANPOOL DRIVER/PASSENGER COMPLAINT RESOLUTION**

Complainant's Name: \_\_\_\_\_ Date: \_\_\_\_\_

Complaint taken by: \_\_\_\_\_

Vehicle ID# or Name of Vanpool: \_\_\_\_\_

Vanpool Driver/Passenger: \_\_\_\_\_

Date of incident: \_\_\_\_\_ Time of incident: \_\_\_\_\_

Weather/Road conditions if applicable: \_\_\_\_\_

Description of incident: \_\_\_\_\_

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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Vanpool driver's/passenger's response

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Result:

- \_\_\_ Complaint was unfounded.
- \_\_\_ Participant was instructed to change behavior, instructions and complaint are held in file.
- \_\_\_ Retraining session was completed on \_\_\_\_\_.
- \_\_\_ Driving status or Passenger status was revoked.
- \_\_\_ Notification date \_\_\_\_\_.