



Complaint Procedure: *Springfield Partners aims to provide safe and timely transportation at all times and for all riders.*

General Service Complaint- If ever there is an event or instance where you are not satisfied with our service, please contact the Director of Transportation Walt Fludd at 413-263-6500 extension 6591 or at Waltf@springfieldpartnersinc.com for a resolution. If you are unsatisfied with that resolution please contact the Executive Director, Paul Bailey at 413-263-6500 extension 6561 or at Paulb@springfieldpartnersinc.com

Discrimination on the basis of disability complaint- In conjunction with guidelines from the Americans with Disabilities Act, if ever, there is an event or instance where you feel that you have been discriminated against based on any disability, please contact the Director of Transportation, Walt Fludd at 413-263-6500 extension 6591 or at Waltf@springfieldpartnersinc.com to file an initial complaint. Upon review of the complaint, you will receive a follow up (not exceeding 5 days from initial filing) from the Director of Transportation for a resolution. If you are unsatisfied with that resolution, your complaint will be escalated to the agency Executive Director, Paul Bailey at 413-263-6500 extension 6561 or at Paulb@springfieldpartnersinc.com for review and follow up within 5 days from escalation.

Discrimination on basis of race, color, or national origin complaint – In conjunction with the guidelines of Title IV of the Civil Rights Act of 1964, if there ever is an event of instance where you feel you have been discriminated against based on race, color, or national original, please contact the Director of Transportation, Walt Fludd at 413-263-6500 extension 6591 or at Waltf@springfieldpartnersinc.com to file an initial complaint. Upon review of the complaint, you will receive a follow up (not exceeding 5 days from initial filing) from the Director of Transportation for a resolution. If you are unsatisfied with that resolution, your complaint will be escalated to the agency Executive

Director, Paul Bailey at 413-263-6500 extension 6561 or at Paulb@springfieldpartnersinc.com for review and follow up within 5 days from escalation.

Discrimination on basis of gender, sexual orientation, age, religion, and/or socioeconomic status complaint- If ever there is an event or instance where you are where you feel that you have been discriminated against based on gender, sexual orientation, age, religion, and/or socioeconomic status, please contact the Director of Transportation, Walt Fludd at 413-263-6500 extension 6591 or at Waltf@springfieldpartnersinc.com to file an initial complaint. Upon review of the complaint, you will receive a follow up (not exceeding 5 days from initial filing) from the Director of Transportation for a resolution. If you are unsatisfied with that resolution, your complaint will be escalated to the agency Executive Director, Paul Bailey at 413-263-6500 extension 6561 or at Paulb@springfieldpartnersinc.com for review and follow up within 5 days from escalation.