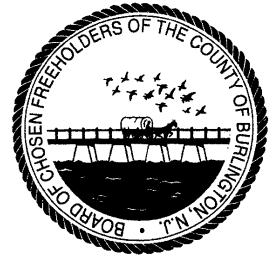


# Board of Chosen Freeholders Of The County of Burlington New Jersey



795 Woodlane Road  
P.O. Box 6000

Mt. Holly, New Jersey 08060-6000  
609.265.5109 Fax 609.265.5588

## Office of Transportation

### ***Transportation Grievance Procedure for County Clients***

**Description:** A claim initiated by a client alleging that the client has been adversely affected by unfair treatment, erroneous or capricious application of agency policies and procedures or illegal discrimination.

Grievances are recorded.

You have the right to file a claim if you feel that you have been adversely affected by unfair treatment, erroneous or inconstant application of agency policies and procedures or illegal discrimination.

1. The client will notify the current program supervisor, in writing, of the complaint. The address is Burlington County Transportation, 795 Woodlane Road, P.O. Box 6000, Westampton, NJ 08060. The telephone number of the Burlington County Transportation is (609) 265-5109.
2. The program supervisor will review the complaint and respond, in writing, within ten (10) working days of receiving the complaint. The program supervisor will immediately document the complaint in the case file and attempt to resolve the issue. The client will be notified in writing within ten (10) working days.
3. If the issue can not be resolved between the program supervisor and the client, the client and/or program supervisor may in a written request schedule a date and time for the client to appear before a review committee of the Burlington County Transportation Advisory Committee (TAC). Notice shall be in written form and served by regular mail. The hearing shall be held within two (2) weeks of receipt of the written request at a location of mutual convenience. The TAC shall notify the client and the program supervisor of the date, time and place of the hearing. The review committee shall consist of representation from the Office on Aging, and at least two (2) community members of the Advisory Committee.
4. At the Hearing, the client shall have the opportunity to present their case in a reasonable period of time, as determined by the TAC. An equal amount of time shall be granted to both sides to present their case. The Committee shall have the opportunity to question the participants in order to clarify the facts.
5. Within ten (10) working days of the hearing, the review committee shall make a decision on the appeal and the TAC Chairperson shall inform the client of the decision in writing.
6. Within ten (10) days of receipt of the local decision, the client may request a review of the decision by the County Administrator.

Burlington County Administrator/Clerk of the Board  
49 Rancocas Road  
PO Box 6000  
Mt. Holly, NJ 08060

Prepared 7/8/08  
Adopted by TAC 9/17/08