



**Human
Services**

TEL 919 212 7000

220 Swinburne Street • P.O. Box 46833 • Raleigh, NC 27610
www.WakeGov.com

Wake County Transportation Complaint Policy

Was there a problem with your transportation?

For a commendation or a complaint to be filed, the customer must call the Wake County Transportation Call Center at (919) 212-7005 press option 4 or contact the Consumer Experience Team directly at 919-212-7155. Complaints may also be filed online:

<http://www.wakegov.com/humanservices/administration/Pages/HSComplaintForm.aspx>

Complaints must be reported within 24-48 hrs after the incidence. The representative will enter the information into a database and distribute to the appropriate person. We appreciate any and all timely feedback, with as much detail as possible.

The WCTS staff will follow up with the appropriate persons to correct and resolve the issue. The customer will also receive a letter verifying that the complaint was filed and what the corrective measures are.

If dissatisfied with the resolution, then customers may appeal actions taken on complaint resolution within 7 days of the date of the resolution notification by addressing the Transportation Manager in writing at the address below. The appeal should include all relevant information

Wake County Human Services

Transportation Manager

220 Swinburne Street,

Raleigh, NC 27610