



# Palm Beach County TD LCB Meeting Grievance Procedures Update

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# Grievance Procedures

- Used to process and investigate CTC complaints from agencies, users and potential users of the system
  
- Updated annually

## **ARTICLE 1: PREAMBLE**

### **Section A: Preamble**

The following sets forth the grievance procedures that shall serve to guide the Palm Beach County Transportation Disadvantaged Local Coordinating Board, serving to assist Palm Tran Connection, the Community Transportation Coordinator. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes (FS), Rule 41-2, Florida Administrative Code (FAC), and subsequent laws setting forth requirements for the establishment of grievances or complaints from agencies, users, potential users, subcontractors, and other interested parties.

# Grievance Procedures Update

- Updated mailing address for written requests for a Formal Grievance:

Palm Beach Transportation Planning Agency  
Local Coordinating Board Grievance Subcommittee  
301 Datura Street  
West Palm Beach, FL 33401

# Grievance Committee

- Must appoint a Grievance Committee with a minimum of 3 LCB voting members
- Who wants to volunteer?

## **ARTICLE 3: MEMBERSHIP, APPOINTMENT, TERMS OF MEMBERS**

### **Section A: Membership**

The Grievance Subcommittee shall be comprised of a minimum of three (3) voting members of the LCB. The Subcommittee shall elect a Chair.

### **Section B: Appointment**

Members shall be appointed to the Grievance Subcommittee by the LCB Chair. The LCB Chair reserves the right to make reappointments to the Subcommittee should any conflicts of interest arise. Planning staff serve as facilitators to the grievance process but do not serve on the Grievance Subcommittee.

# Thank You!

## Any Questions?

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