



Van Wert County Council on Aging
220 Fox Rd., Van Wert, OH 45891
Phone: 419.238.5011 Fax 419.238.5054

VWCCOA ADA COMMENT/COMPLAINT FORM

VWCCOA is committed to providing you with safe and reliable transportation services and we want your feedback. Please use this form for suggestions, compliments and complaints. You may also call us at 419-238-5011, visit our facility at 220 Fox Rd Van Wert, Ohio or contact us by mail at the address given above.

SECTION I: TYPE OF COMMENT (CHOOSE ONE)*				
Compliment	Suggestion	Complaint	Other:	ADA Related ? Y/N
SECTION II: CONTACT INFORMATION				
Salutation [Mr./ Mrs./ Ms., etc.]:				
Name:				
Street Address:				
City, State, Zip Code:				
Phone:			Email:	
SECTION III : COMMENT DETAILS				
Type of Service (Please Circle)		In Town	Out of Town	
Date of Occurrence:		Time of Occurrence:		
Name/Employee (s) or Others Involved:				
Vehicle ID:				
Direction of Travel:				
Location of Incident:				
Mobility Aid Used (if any):				
If above information is unknown, please provide other descriptive information to help identify the employee;				
Description of Incident or Message:				
SECTION IV: FOLLOW UP				
May we contact you if we need more details or information?		Yes	No	
What is the best way to reach you? (Choose one)		Phone	Mail	
SECTION V: DESIRED RESPONSE (Choose One)*				
Response by Telephone			Response by Mail	