

YCTD

Yolobus Special Policy on Customer Comments

All rider comments, both positive and negative, will be considered by Yolobus Special. Customers may send their comments to the Yolobus office by mail, email, or phone. Comments can be directed to:

Yolobus Special Customer Service
352 Industrial Way
Woodland, CA 95776
Email: CustomerService@yctd.org
Phone (530) 666-2877

Every complaint will be investigated and responded to within 14 calendar days of receipt. Complaint resolution will be in writing unless declined by the customer in a phone call. Resolution of urgent complaints will occur within five calendar days.

When filing a customer complaint, riders are encouraged to provide:

- The rider's name, address and telephone number;
- Date and time of the incident; and,
- Details of the incident.

Rider confidentiality will be protected upon a customer's request when investigating and resolving complaints. Anonymous service complaints, however, cannot be responded to.