

## Filing A Formal Complaint:

The City of South Pasadena is dedicated to protecting the rights of its constituents. Thus, the Transit Department has taken precautionary measures to ensure that its residents (who qualify for the Dial-A-Ride program) receive exemplary service. The Division has recently updated its employee handbook, highlighting the expectations of its transit employees. Moreover, this section of the handbook outlines the actions that employees will take when a complaint pertaining to race, color, or national origin is filed with Transit. Below is a general outline of our process and procedures:

