

IFA Complaint/Comment Resolution Procedures

The General Manager is responsible for receiving and investigating complaints about IFA's operation or employees.

Complaints may be filed with the IFA in writing, addressed to General Manager, Inter-island Ferry Authority, PO Box 470 Klawock, AK 99925 by fax to 1-907-530-4801 or by email dwatson@interislandferry.com. We encourage use of the IFA Complaint/Comment Form, available at IFA terminals and aboard the ferries, or by calling 1-907- 530-4800 ext. 27, or online at www.interislandferry.com.

Comments positive/negative will be answered by mail. If a comment is deemed to be serious in nature it will be handled as a complaint.

All complaints will be investigated within 30 business days of receipt. Once received, the complaint will be recorded and investigated. In instances where additional information is needed, the investigator will contact the complainant in writing. The complainant will be required to provide the additional information within 30 business days of the letter's Postmark. Failure of the complainant to provide the requested information within this time frame may result in the administrative closure of the complaint or a delay in its resolution.

Based upon receipt of all information required, the investigation shall be completed within 30 business days of receipt of required information. Also within those 30 days the investigator will make a final determination and advise the complainant by letter of the findings. If the complaint is deemed valid the complainant will be advised of what actions will be taken to address it. If the complainant wishes to appeal the decision, she/he has 30 business days from the postmark on the Letter of Determination to do so.

If the complainant has limited proficiency in English and needs information in another language or the complaint falls under Title VI, contact IFA Title VI Coordinator at 907-530-4800 ex 27 or by email dwatson@interislandferry.com.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Ave SE, Washington, DC 20590.