



# **Executive Office of Health and Human Services Human Service Transportation Office**

**Overview of Complaints Process  
April 28, 2022**



# Avenues for Filing Complaints



**The Human Service Transportation (HST) Office has worked with Brokers to develop four avenues for HST riders to submit feedback or formal complaints about their past trips:**

1. Phone calls to MART and GATRA
2. Member Portals and Smart Phone Apps
3. Broker Websites
4. Contacting the HST Office



# Complaints by Phone



## Complaints can be submitted by calling MART and GATRA

### Via Telephone to the Brokers (MART and GATRA):

1. Brokers' Quality Assurance (QA) agent takes the complaint and provides the complaint number to the caller.
2. In many instances, the member is made aware of the resolution in real time, i.e., removing the vendor from transporting in the future; removal of a driver or requiring retraining of a driver.
3. All members with a cell phone listed on their account will also receive an SMS text when the complaint has been resolved. As of April 25<sup>th</sup> the SMS text was upgraded to include the resolution type.



# Complaints by Brokers' Portals and Apps



## Complaints can be submitted to the Brokers via their Portals and Smart Phone Apps

1. Members may submit complaints via Brokers' Vendor Quality Management Portals (VQMP) in the Broker's Member Portal, accessible through their websites.
2. After submission, members receive a complaint number, which allows them to track their complaint.
3. Once submitted, complaints are reviewed by Brokers' Quality Assurance agents. If any clarification or follow-up is needed, agents contact members directly.



# Complaints by Brokers' websites



## Members may submit complaints through Brokers' websites

1. Complaints can be filed through Brokers' individual websites.
2. Similar to the process for complaints received via Brokers' Portals and Apps, members receive a response via email with their complaint number, and a QA agent reviews their complaint, following up with members if any clarification is needed.
3. Members receive an SMS text alert when the complaint is resolved.



# Contacting the HST Office



## Complaints can also be submitted to the HST Office directly

**Via Telephone (617-847-3427) or Email to [HSTinfo@mass.gov](mailto:HSTinfo@mass.gov)**

1. Member leaves a message or details their complaint in an email.
2. The call or email is returned by an HST Compliance Officer within one (1) business day to inquire whether the member wants to file a complaint about a broker/vendor/driver, provide general feedback, or ask a question.
3. If the member wishes to file a complaint, the Compliance Officer follows up, as appropriate. This may include, but is not limited to, working with the Broker to obtain GPS data of the vehicle that is the subject of the complaint.
4. The Compliance Officer provides the complaint resolution to the member.



# Broker Complaint Metrics



July 2021– February 2022	MART	GATRA
Total Trips	2,975,704	787,274
Complaints	9,490	156
Complaint Rate	0.32%	0.02%
Resolved in 3 days	90.97%	99.68%
Resolved in 10 days	99.75%	100%

The contract requires a Complaint Rate of <1.0% and that 95% of complaints be resolved within 3 business days, and 100% of Complaints be resolved within 10 business days.



# Questions



Questions?