

1. System Name: Customer Complaint Correspondence.
2. System Location: Jackson Graham Building, 600 Fifth Street, NW, Washington, DC 20001.
3. Categories of Individuals Covered by System: Customers who make complaints or commendations.
4. Categories of Records in the system: Customer names, home addresses, home phone numbers and email, and the nature of the complaint or commendation.
5. Principal Purpose: To respond to customer complaints in order to improve service, or respond to requests for information to improve or build service.
6. Routine Uses of Records Maintained in the System: General Routine Use D (Disclosure to Congressional Offices or Offices of Elected Officials in the Transit Zone); E (Disclosure to Courts or Administrative Bodies); F (Disclosure to WMATA Contractors, Grantors, Grantees, Federal Government Agencies, and Others); and H (Disclosure in Connection with Litigation) apply to this system.
7. Policies and practices for storing, retrieving, accessing, retaining and disposing of records in the system:
 - Retrieved by**: Name and case number.
 - Storage**: Electronic Database and hard copies of on-going case.
 - Safeguards**: Access Controlled Database and Locked file.
 - Retention and Disposal**: Retained indefinitely.
8. Systems Manager: Manager of Customer Assistance, Customer Communications, Marketing and Sales.
9. Procedure for Notice, Access, and Contesting: Any individual who wants to know whether this system of records contains a record about him/her who wants access to his/her record, or who wants to contest the contents of a record, should make a written request to the **Privacy Administrator, Office of General Counsel, 600 Fifth Street, NW, Washington, DC 20001**. Requesters will be required to provide adequate identification, such as a driver's license, contractor identification card, or a government issued identification document. Requests for correction or amendment must identify the record to be changed and the corrective action sought. Complete Privacy Policy Procedures are set out in WMATA's Privacy Policy Instruction 9.2/0, which is posted on WMATA's website.
10. Records Source Categories: Customers who file complaints or recommend commendations and WMATA employees.