

**Gadsden Transportation Services**  
**ADA DISCRIMINATION COMPLAINT PROCEDURE**

- 1) If you believe you have been discriminated against based on disability by the Gadsden Transportation Services you may file an administrative complaint with the ADA Appeals Panel or the FTA Office of Civil Rights. Any person who believes she or he has been discriminated based on a disability by the Gadsden Transportation Services (GTS) may file an ADA complaint by completing and submitting the ADA Complaint Form available on the Gadsden Transportation website: [www.gadsdendot.com](http://www.gadsdendot.com) . A complaint may also be filed by a representative on behalf of such person. GTS investigates complaints received no more than 180 days after the alleged incident.

**With your form, please include the following information on a separate sheet:**

- i A summary of your allegations and any supporting documentation.
- ii Sufficient details for an investigator to understand why you believe a public transit provider has violated the ADA with specifics such as dates and times of incidents.
- iii Any related correspondence from the transit provider.

**Mail Complaint Form and Supporting Documentation to:**

ADA Appeals Panel (ADA Discrimination)  
City of Gadsden, Room 412  
P.O. Box 267  
90 Broad Street, Gadsden, AL 35901.

Or, you may visit the Legal Department at Room 412, City Hall, 90 Broad Street , Gadsden, Alabama to submit complaints in person.

A complaint may also be filed directly with the Federal Transit Administration at the following address:

Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

- 2) In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:
- a. The date of the alleged act of discrimination; or

- b. Where there has been a continuing course of conduct, the date on which that conduct was discontinued.

In either case, GTS may extend the time for filing or waive the time limit in the interest of justice, as long as GTS specifies in writing the reason for doing so.

- 3) **Complaints shall be in writing** and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth, as fully as possible, the facts and circumstances surrounding the alleged discrimination. In the event that a person makes a verbal complaint of discrimination to an officer or employee of GTS, the person shall be interviewed by the ADA Appeals Panel. If necessary, the ADA Appeals Panel will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature. To receive this assistance please contact GTS at [insert phone number]
- 4) Within ten (10) business days of receipt of the complaint, the ADA Appeals Panel will acknowledge receipt of the allegation, inform the complainant of action or proposed action to process the allegation, and advise the complainant of other avenues of redress available, such as the State or United States Departments of Transportation.
- 5) Within ten (10) business days after receiving the allegation, the ADA Appeals Panel will proceed with an investigation. Every effort will be made to complete investigations within thirty (30) business days. Within ten (10) business days after completion of the investigation, a decision will be reached upon consultation with the Personnel Director. The decision will be rendered in writing by the ADA Appeals Panel within ten (10) business days of the decision. A copy of the written decision will be furnished to the complainant within five (5) business days. If corrective or remedial action is found warranted, such decision will state the nature of the action, which will be taken by GTS.
- 6) If the complainant is dissatisfied with the decision, an appeal may be made within ten (10) business days after notice of decision by the Personnel Director has been received by the complainant following the appeals process noted below. The notification will advise the complainant of his/her appeal rights with the state and federal Departments of Transportation and provide addresses if they are dissatisfied with the final decision rendered by the Authority.
- 7) A complaint may also be filed directly with the Federal Transit Administration or the U.S. Department of Transportation.
- 8) All ADA complaints will be recorded on the GTS Complaint Log. The complaint form, supplemental information, and investigation documentation will be maintained by GTS for a period not less than five (5) years.

#### RIGHT TO APPEAL PROCEDURES UNDER THE ADA COMPLAINT POLICY

Any customer has a right to appeal if they disagree with a decision made by the GTS Administration. To file an appeal **request**, a customer may do so in writing or orally by contacting the GTS ADA Appeals Panel. The contact information for the ADA Appeals Panel office is :

Telephone: 256-549-4660

Address: City of Gadsden, Room 412, Gadsden, AL 35901.

Email: jcrim@cityofgadsden.com

**Appellants will receive at least 14 days' notice of a hearing date.** The appeal will be brought to the ADA Appeals Panel, which consists of an individual from the Legal Department, one person from the Personnel Office and a stakeholder/consumer of GTS ADA paratransit services

Complainants will be notified as to the date, time and location of when and where the individual's appeal will be presented. Persons appealing are welcome to attend. Every effort is made to resolve appeals within thirty (30) days. The ADA Appeals Panel will send written notification to the customer of the decision regarding the appeal. **Confidentiality of the proceedings will be maintained.**