

## **Community Action Rural Transit System- CARTS**

Community Action Agency of Columbiana County, Inc.

### **Policies and Procedure Manual**

#### **ADA Complaint Procedure**

All complaints of discrimination on the basis of disability will be promptly and objectively investigated and forwarded to the Transportation Director and promptly and objectively investigated. Complaints are also be submitted to the ODOT Civil Rights Office.

CAAofCC will promptly communicate its response to the complaint allegations, including its reasons for the response, to the complainant. The response will be documented. Corrective or disciplinary action will be taken for behavior prohibited by this policy, up to and including termination of employment.

Documentation of each complaint will be kept on file for a minimum of one year, and a summary of all complaints will be kept for at least five years. This meets DOT regulations that require FTA grantees to maintain all complaints of noncompliance with 49 CFR Part 27 for one year, and a record of all such complaints, which is permitted to be in summary form, for five years.

#### **REASONABLE MODIFICATION COMPLAINT PROCESS**

CAAofCC has a process for investigating and tracking complaints from qualified individuals. These procedures shall be posted on the CAAofCC's website and will be provided to any individual where the CAAofCC has denied a request for accommodation. The process and any forms necessary to file a complaint are readily available from the web. Alternative means of filing complaints, such as personal interviews, phone calls, or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing or upon request.

Any person who believes she or he has been discriminated against in obtaining a reasonable modification may file a complaint by completing and submitting a CAAofCC's Reasonable Modification Complaint Form. CAAofCC investigates complaints received no more than 30 days after receipt. CAAofCC will process complaints that are complete. Once the complaint is received, the complainant will receive an acknowledgement of receipt. If more information is needed to resolve the complaint, CAAofCC may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to CAAofCC.

If CAAofCC is not contacted by the complainant or does not receive the additional information within 30 business days, the CAAofCC may administratively close the complaint. In addition, a complaint may be administratively closed if the complainant no longer wishes to pursue their case.

After CAAofCC investigates the complaint, a decision will be rendered in writing to the complainant. CAAofCC will issue either a Letter of Closure or Letter of Finding.

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- ◆ **Letter of Finding** – This letter will summarize the complaint, any interviews conducted regarding the complaint, and explains what actions will be taken by CAAofCC to address the complaint.
- ◆ **Letter of Closure** – This letter will explain why CAAofCC has determined that the complaint does not merit accommodation under the Americans with Disabilities Act and that the complaint will be closed.

If the complainant disagrees with the decision of CAAofCC, an opportunity to appeal the decision may be pursued provided the complainant files notice of appeal within 21 days of the initial decision of CAAofCC.

In the event of appeal, the complainant will be granted all due process, including the ability to be present additional evidence, present the case in person during an appeal hearing, and to be represented by counsel.