

## **ADA GRIEVANCE PROCEDURES**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by Pulaski Area Transit.

The Complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant, location, date, and description of the alleged discrimination. Alternative means of filing complaints, such as personal interviews or tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the complainant and/or their designee as soon as possible but no later than 60 calendar days after the alleged violation to:

ADA Coordinator  
Pulaski Area Transit  
6226 University Park Drive, Suite 3100  
Fairlawn, VA 24141  
540-980-5040

Within 15 calendar days after receipt of the complaint the ADA coordinator or the designee will meet with the complainant to discuss the complaint and the possible resolution. Within 15 calendar days of the meeting the ADA coordinator or the designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille or audio tape. The response will explain Pulaski Area Transit's position and offer options for substantive resolution of the complaint.

If Pulaski Area Transit's response does not satisfactorily resolve the issue, the complaint and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the Virginia Department of Rail and Public Transportation.

All written complaints received by the ADA coordinator or the designee, appeals to the Department of Rail and Public Transportation or their designee, and responses from these two office will be retained by Pulaski Area Transit for three years.