

## **ADA Complaint Procedure**

Any person who believes she or he has been discriminated against on the basis of their disability by Geauga County Transit (hereinafter referred to as GCT) may file an ADA complaint by completing and submitting the agency's ADA Complaint Form. GCT investigates complaints received no more than 180 days after the alleged incident. GCT will process complaints that are complete.

Once the complaint is received, GCT will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office. GCT will notify ODOT representative of the complaint.

GCT has 60 days to investigate the complaint. If more information is needed to resolve the case, GCT may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, GCT can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not an ADA violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Ave, SE, Washington, DC 20590.

A person may also file a complaint directly with the Ohio Department of Transportation, ODOT Office of Equal Opportunity, 1980 West Broad Street, Columbus, Ohio 43223.

More information on Americans with Disabilities Act go to:  
<https://www.transit.dot.gov/ADA>