

## Suspension Appeals Process

DART will investigate all incidents subject to a suspension. Clients will receive written notice, or notification in an accessible format, of any suspension of service. This notification will explain the reason(s) for the suspension. Clients will also receive written instructions for appealing the suspension. Suspensions will not be imposed until the client has had an opportunity to complete the appeals process. However, DART reserves the right to impose an immediate suspension for any offense that is found to pose a serious physical threat to the operator, other riders, or the general public. Clients must adhere to the time limits noted in the suspension appeals process. Failure to appeal a suspension within the time limits shall result in implementation of the suspension.

A client may appeal a suspension by contacting DART in writing or by an accessible format (tape, email, Braille) within 10 calendar days of receipt of the suspension letter. Appeals may be initiated by the client or by another person (e.g., caregiver, case worker) on the client's behalf. The appeal must document the specific reason that the incident was beyond the client's control. The client will have the opportunity to be heard in person or may submit all his/her arguments in writing or an accessible format.

### **Appeals shall be mailed or presented in person to:**

DART Suspension Appeal  
Transportation Coordinator  
623 N. 2nd St.  
Niles, Mi 49120

DART's Transportation Coordinator will review the appeal and issue a response within 21 calendar days of receipt of the appeal. Clients who are not satisfied with the decision of the Transportation Coordinator may appeal the decision within 10 calendar days of the receipt of the letter. This appeal may be in writing or an accessible format or the appeal may be made in person. If you would like to present your appeal in person, please call the Transportation Coordinator to set up an appointment.

Appeals of Transportation Coordinator decisions will be decided by a Peer Appeal Committee consisting of DART's General Manager and a selection of two DART Local Advisory Committee members. The Peer Appeal Committee will review the appeal and issue a response within 21 calendar days of receipt of the appeal. The decision of the Local Advisory Board Appeal Committee will be implemented.

### **Appeals shall be mailed or presented in person to:**

DART Suspension Appeal  
Peer Appeal Committee  
623 N. 2nd St.  
Niles, Mi 49120