

# **TWIN CITIES AREA TRANSPORTATION AUTHORITY ADA COMPLAINT PROCEDURE**

Twin Cities Area Transportation Authority has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations implementing Title II of the Americans with Disabilities Act (ADA). Title II states, in part, that "no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination" in programs or activities sponsored by a public entity.

**Complaints related to the Title II of the ADA can be written and addressed to:**

**Twin Cities Area Transportation Authority  
275 East Wall  
Benton Harbor  
Michigan, 49022**

**Attention: Veronica Bragg, ADA Compliance/ Office Manager. Ms. Bragg is responsible for ADA Title II compliance. Complaint form can found at:**

<http://www.mywaythere.org/contact.asp>

1. A complaint must be filed in writing and must contain the name and address of the person filing it and a brief description, including the date and location, of the alleged violation. If necessary, an alternative means of filing the complaint or receiving the response may be requested.
2. Complaints should be filed in as timely a manner as possible but no later than 60 business days after the alleged violation.
- 3 .An investigation by the ADA Compliance Officer, as may be appropriate, shall follow a filing of complaint. These rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
4. The ADA Compliance Officer or designee will provide a response in writing, or in an alternative format if requested, to the complainant within 30 business days after the complaint is received.

5. The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be made in writing, or in an alternative format upon request, to the Twin Cities Area Transportation Authority Executive Director within 30 business days of receiving the ADA Compliance Officer's decision.

6. The Executive Director will review the complaint, conduct an additional investigation if appropriate, and respond to the complainant in writing, or in an alternative format upon request, within 30 business days after receipt of the request for reconsideration. A copy of the Executive Director's response will be forwarded to the ADA Compliance Officer.

7. The ADA Compliance Officer will maintain copies of all written ADA complaints, appeals to TCATA, and responses from these two offices for at least 3 years.

8. These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards and to assure that Twin Cities Area Transportation Authority complies with the ADA and implementing regulations.

9. Use of this grievance process does not preclude the complainant from filing an administrative complaint with the designated federal agency or filing a lawsuit for injunctive relief and damages. An individual may choose to pursue any or all of these methods. The federal complaint form can be found on the next page.

**TWIN CITIES AREA TRANSPORTATION AUTHORITY**

**ADA/TITLE VI COMPLAINT/COMMENT FORM**

Instructions: Please fill out this form completely, sign and mail, fax, or email to:

Twin Cities Area Transportation Authority  
275 E. Wall Street Benton Harbor, MI 49022  
(269) 927-2310 (fax)

[pgillespie@tcatabus.org](mailto:pgillespie@tcatabus.org)

Complainant \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip Code \_\_\_\_\_

Telephone \_\_\_\_\_ Email \_\_\_\_\_

Person Discriminated Against (if other than complainant) \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip Code \_\_\_\_\_

Telephone \_\_\_\_\_ Email \_\_\_\_\_

**Comment Details**

Date of Incident \_\_\_\_\_ Time of Incident \_\_\_\_\_ Location of Incident \_\_\_\_\_

Name of Employee(s) or Others Involved (if known) \_\_\_\_\_

Description of Incident or Comment/Message

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May we contact you if we need more information or details? Yes \_\_\_\_\_ No \_\_\_\_\_

What is the best way to reach you? Phone \_\_\_\_\_ Email \_\_\_\_\_ Mail \_\_\_\_\_

If a phone call is preferred, what is the best day and time to reach you? \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

The Twin Cities Area Transportation Authority (TCATA) is committed to providing you with safe and reliable transportation services and we want your feedback. Please use this form for suggestions, compliments, and complaints. You may also call us at (269) 927-2268; contact us by email at [office@tcatabus.org](mailto:office@tcatabus.org); and visit our facility or mail us at TCATA, 275 E. Wall St., Benton Harbor, MI. , 49022. Please make sure to provide us with your contact information to receive a response.

### Relevant Federal Laws and Statutes

**Title VI of the Civil Rights Act of 1964** *“No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal Financial assistance.”*

**Sections 503 and 504 of the Rehabilitation Act of 1973** *“Section 503 of the Rehabilitation Act of 1973 prohibits federal contractors and subcontractors from discriminating against and requires affirmative action for qualified individuals with disabilities in all aspects of employment; Section 504 of the Rehabilitation Act of 1973 prohibits discrimination on the basis of disability in programs and activities that receive federal financial assistance and in federally conducted programs.”*

**Title II of the Americans with Disabilities Act of 1990** *“Title II of the Americans with Disabilities Act prohibits state and local governments from discriminating against qualified individuals with disabilities in programs, activities, and services.”*

