

Estuary Transit District ADA Complaint Procedures

If you have a complaint about the accessibility of our transit system or service, or believe you have been discriminated against because of your disability, you can file a complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident.

A) Complaint Filing

- a. Any person who feels they have been subjected to discrimination under the Americans with Disabilities Act (ADA) or has a complaint about the accessibility of ETD's transit system or services may file a complaint with the ETD executive director.
- b. A complaint must be filed within one hundred eighty (180) days of the alleged incident.
- c. A complaint must be in writing on the ETD ADA Complaint Form and signed by the complainant or his/her representative, and include the complainant's name, address and telephone number. Complaints shall explain, as fully as possible, the facts and circumstances surrounding the alleged discriminatory action and individuals responsible for the alleged discriminatory action and names of any known witnesses.
- d. If you are unable to complete a written complaint due to a disability or if information is needed in another language, please contact us at 860-510-0429 extension 104 or info@estuarytranist.org for assistance.

B) Complaint Investigation

- a. ETD will review the complaint to determine if it is appropriate under the ADA.
- b. If the complaint conforms to ADA standards and all the required information is provided, then the complaint will be accepted. The complainant will be notified if the complaint is accepted within 15 days.
- c. ETD may contact the complainant and witnesses if additional information is required. The complainant has thirty calendar (30) days from the original complaint date to respond with any requested information. If ETD does not receive the requested information within thirty (30) days from the original complaint date, ETD can administratively close the complaint.

C) Complaint Disposition

- a. All complaint and investigation correspondence will be retained by ETD for one (1) year. A record of all complaints will be kept for five (5) years.
- b. ETD will respond in writing to the complainant with the findings of the investigation within 90 days of receipt of the complaint.
- c. If the complainant disagrees with the findings, he/she may request reconsideration by submitting a request in writing to the Executive Director within ten (10) days of the date of ETD's letter. The request must include the basis for reconsideration. The Director will notify the complainant of the decision to accept or reject the request for reconsideration within ten (10) days. If granted, the Director will issue a determination letter to the complainant upon completion of the reconsideration review.

D) Additional Complaint Options

ETD encourages you to file the complaint with us. However, you may file a complaint with the Federal Transit Administration.

Federal Transit Administration

Office of Civil Rights
East Building, 5th Floor, TCR
1200 New Jersey Ave., SE
Washington, D.C. 20590
(888) 446-4511
www.fta.dot.gov