**SCOTTSVILLE TRANSIT ADA COMPLAINT PROCESS**

In compliance with the U.S. Department of Transportation Americans with Disabilities

Act (ADA) of 1990 (49 CFR Parts 27, 37, 38 and 39), and Section 504 of The

Rehabilitation Act of 1973, as amended, Rural Transit Enterprises Coordinated, Inc.

ensures its services, vehicles, and facilities are accessible to and usable by individuals

with disabilities. Anyone who believes he or she has been discriminated against on the

basis of disability may file an ADA complaint.

Complaints may be submitted by filing a SCOTTSVILLE TRANSIT ADA Complaint Form or by calling 1-270-239-3239 hearing and voice impaired at 1-800-648-6057 (KY Relay 7-1-1). If the complainant is

unable to write a complaint, a representative may file on his or her behalf, or a designated

SCOTTSVILLE TRANSIT staff member will provide assistance. Complaints must be filed within 5 calendar

days of the alleged incident.

1. The ADA Coordinator will contact the complainant within 10 business days of

receipt of complaint. Any requested information must be received by SCOTTSVILLE TRANSIT

within 5 days.

2. SCOTTSVILLE TRANSIT will begin the investigation within 15 business days of receipt of complaint

if the alleged discrimination is found to be a violation of ADA regulations.

3. An investigation into the complaint will be conducted and documented to

determine whether SCOTTSVILLE TRANSIT failed to comply with ADA regulations.

4. SCOTTSVILLE TRANSIT will complete the investigation within 60 calendar days of receipt of

complaint. If additional time is needed for the investigation, the complainant will

be notified.

5. SCOTTSVILLE TRANSIT will promptly communicate its response to the complainant, including its

reasons for the response. The complainant will have 5 business days from receipt

of SCOTTSVILLE TRANSIT's response to file an appeal. If no appeal is filed, the complaint will be

closed.

SCOTTSVILLE TRANSIT will process and investigate all complaints that meet the requirements of ADA

discrimination. If the complainant fails to provide required information within the

required timeframe, the complaint may be closed.

**If information is needed in another language, contact 1-270-239-3239**

**Si se necesita informaciòn en otro idioma, comuníquese 1-270-239-3239**