

### How to File an Americans with Disabilities Act (ADA) Complaint:

You may file a signed, written complaint 180 days to the date of alleged discrimination. The complaint should include the following information: • Your name, address and how to contact you (telephone number, e-mail address, etc.) • How, why, when and where you believe you were discriminated against. Include the location, names and contact information of any witnesses. If the alleged incident occurred on the bus, give date, time of day and bus number. • You must sign your letter of complaint. • The letter must be sent to the ADA/Title VI Coordinator Investigations Within ten (10) days of receipt of the formal complaint, the ADA/Title VI Coordinator will notify the complainant and begin an investigation. The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may have a representative of his/her choosing and may bring witnesses and present testimony and evidence in the course of the investigation. The investigation will be conducted and completed within sixty (60) days of the receipt of the formal complaint. The complainant will receive a letter stating the final decision of the Transit Director. For more information regarding ADA complaints, please contact: Angel Venecia, ADA/Title VI Coordinator, PO Box 950, Kenansville, North Carolina, 28349.