

## **NARCOG Transit**

### **Americans with Disabilities Act Grievance Procedure**

This grievance procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by NARCOG Transit. NARCOG personnel policies govern employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request. The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Director  
NARCOG Transit  
P.O. Box C Decatur, AL 35602  
256-580-2088

Within 15 calendar days after receipt of the complaint, the Director, or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Director, or his/her designee will respond in writing, and where appropriate, to the format accessible to the complainant, such as large print or Braille. The response will explain the position of the Agency and offer options for substantive resolution of the complaint.

If the response by the Director, or his/her designee does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Director, or his/her designee. Within 15 calendar days after receipt of the appeal, the Director or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Director or his/her designee will respond in writing, and where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Director or his/her designee, appeals to the Director or his/her designee, and responses from these two offices will be retained by NARCOG Transit for at least three years. Formal complaints can be obtained from the NARCOG office, located at 216 Jackson St SE, Decatur, AL and should be submitted directly to the office at or by mail to P.O. Box C, Decatur, AL 35602.