

## **RTEC 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 RTEC ADA Complaint Form or by calling 606-256-9835, extension 223 or toll-free at 800-321-7832 or TTY at 606-256-2047, or 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 RTEC 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 RTEC within 5 days.
2. RTEC 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 RTEC failed to comply with ADA regulations.
4. RTEC 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. RTEC will promptly communicate its response to the complainant, including its reasons for the response. The complainant will have 5 business days from receipt of RTEC's response to file an appeal. If no appeal is filed, the complaint will be closed.

RTEC 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 800-321-7832**  
**Si se necesita informaciòn en otro idioma, comuníquese 800-321-7832**