

Clinton Area Transit System

**Procedure to File a Complaint or Request Reasonable
Modification Under the
Americans with Disabilities Act (ADA)**

If you believe you, or another person, has been discriminated against under Title II and III of the American Disability Act of 1990 (ADA) by Clinton Area Transit System (Clinton Transit) or one of our employees, you can file a complaint, or alternatively, request reasonable modification, by mail, fax, or email at:

Clinton Transit ADA Coordinator
215 North Scott Road, St Johns, MI 48879
Fax: (989) 224-7034
ADACoordinator@clintontransit.com

Take the first step: Before filing your complaint or request, contact the Clinton Transit ADA Coordinator to discuss your concerns. The ADA Coordinator can investigate the issue and try to come up with an acceptable resolution to the situation.

You may file a complaint or request a reasonable modification, in writing with Clinton Transit, using the following procedures:

- File a written complaint with Clinton Transit as soon as possible, but no later than 180 calendar days after the alleged violation. Requests for reasonable modification may be filed at any time.
- The written complaint or modification request should be submitted by the grievant and/or their designee.
- Alternative means of filing complaints and requesting modifications, such as a personal interview or a tape recording, will be made available upon request.
- The written complaint or modification request should contain the information required by Clinton Area Transit System's ADA Complaint and Reasonable Modification Policy, that is available upon request. Alternative formats and language translations of the policy are available upon request.
- Explanation of approval or denial of reasonable modification requests will be made and sent to the requestor within seven (7) calendar days of receipt.
- Within 15 calendar days of receiving a complaint, Clinton Transit will meet with the complainant to discuss the complaint and possible resolutions.
- Within 15 calendar days of the meeting, Clinton Transit will respond in writing or another accessible format. The response will explain the position of Clinton Transit and offer options for substantive resolution of the complaint.
- If the response by Clinton Transit does not resolve the issue, the complainant and/or designee may appeal the decision, within 15 calendar days after receiving the response, to the Federal Transit Administration Office for Civil Rights.
- All written documents in the process will be retained by Clinton Transit for at least one year.