

## **Country Roads Transit ADA Complaint Procedures**

If you have a complaint about the accessibility of our transit system or service, or believe you have been discriminated against because of your disability, you can file a complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident.

### **How do you file a complaint?**

You can call us, download and use our ADA complaint form at [www.countryroadstransit.com](http://www.countryroadstransit.com) , or request a copy of the form by writing Country Roads Transit, PO Box 727, Elkins, WV 26241 or calling 304-636-6472.

You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number. (See Question 1 of the complaint form.)
- How, why, and when you believe you were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information. (See Questions 6, 7, 8, 9, 10, and 11 of the complaint form.)
- The names of any persons, if known, whom the director could contact for clarity of your allegations. (See Question 11 of the complaint form.)

Please submit your complaint form to address listed below:

Tracie Thompson  
Country Roads Transit  
PO Box 727  
Elkins, WV 26241

### **Do you need complaint assistance?**

If you are unable to complete a written complaint due to a disability or if information is needed in another language we can assist you. Please contact us at 304-636-6472 or [tthompson@rcscwv.org](mailto:tthompson@rcscwv.org).

### **How will your complaint be handled?**

Country Roads Transit investigates complaints received no more than 180 days after the alleged incident. Country Roads Transit will process complaints that are complete. Once a completed complaint is received, Country Roads Transit will review it to determine if Country Roads Transit has jurisdiction.

Country Roads Transit will generally complete an investigation within 90 days from receipt of a complaint. If more information is needed to resolve the case, Country Roads Transit may contact you. Unless a longer period is specified by Country Roads Transit, you will have ten

(10) days from the date of the request to send the requested information. If the requested information is not received, Country Roads Transit may administratively close the case. A case may also be administratively closed if you no longer wish to pursue it.

After an investigation is complete, Country Roads Transit will send you a letter summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If you disagree with Country Roads Transit determination, you may request reconsideration by submitting a request in writing to Country Roads Transit manager within seven (7) days after the date of Country Roads Transit letter, stating with specificity the basis for the reconsideration. The manager will notify you of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, the manager will issue a determination letter to the complainant upon completion of the reconsideration review.

### **Do I have other options for filing a complaint?**

We encourage that you file the complaint with us. However, you may file a complaint with the West Virginia Division of Public Transit or the Federal Transit Administration.

West Virginia Division of Public Transit  
Building 5, Room 650  
1900 Kanawha Boulevard, East  
Charleston, WV 25305  
(304) 558-0428  
DOTPublicTransit@wv.gov

Federal Transit Administration  
Office of Civil Rights  
1200 New Jersey Avenue SE  
Washington, DC 20590