

## **DIAL-A-RIDE – ADA Complaint Policy**

### **I. PURPOSE**

To establish a policy regarding the processing of discrimination based complaints received by the City pursuant to the Americans With Disabilities Act of 1990 (ADA) regarding its public transportation operations.

### **II. POLICY**

The ADA provides that no entity shall discriminate against an individual with a disability in connection with the provision of transportation services. The law sets forth specific requirements for both vehicle and facility accessibility and the provision of services. The City is committed to providing safe and reliable public transportation services to all people without discrimination based on disabilities.

### **III. MAKING A COMPLAINT**

When making a complaint, the complainant shall provide in writing the following information:

- Name, address, telephone number;
- If known, the name of the person that complainant believes has committed the discrimination;
- A brief description of the acts of discrimination, the dates they occurred;
- Other information that complainant believes necessary to support their complaint;
- Information on how to best communicate with the complainant (large print, Braille, etc.)

Attachment A is intended to guide the complainant in submitting a complaint.

### **IV. PROCESSING OF A COMPLAINT**

If the City receives a complaint regarding discrimination against an individual pursuant to the ADA who is seeking, or has sought, public transportation services, the City will respond within 30 days of receiving the complaint and will work to resolve the complaint as quickly as possible. All aspects of the resolution process will be documented and, upon resolution, will share with the Michigan Department of Transportation (MDOT) details of the complaint and the associated resolution. Complaint related documentation will be retained by the City for one year from the date of notifying MDOT of the resolution. A summary of all complaints will be kept for five years with records being made available to MDOT for inspection, upon request.

Typically, when a complaint is received, the City will inform the complainant of the City's action, which may include:

- Contacting the complainant for additional information or copies of relevant documents;
- Working with the complainant to resolve the issue;
- Referring the complaint for possible action through the ADA Mediation Program;
- Referring the complaint to another federal agency with responsibility for resolving the types of issues that may be raised.

A complainant may check the status of their complaint by contacting the City's Dial-A-Ride offices.

### **V. NOTIFICATION OF COMPLAINT PROCESS**

The attached flyer outlining the complaint process will be posted in the City's public transportation buses and at the Dial-A-Ride facility (Attachment B).

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Attachment A  
**Title II of the Americans with Disabilities Act**  
**Section 504 of the Rehabilitation Act of 1973**  
**Discrimination Complaint Form**

Instructions: Please fill out this form completely, sign and mail or fax to:  
City of Ionia  
Dial-A-Ride  
Attention: DAR Director  
251 East Adams Street  
Ionia, Michigan 48846  
616-527-5788 (fax)  
616-527-4000 (phone)  
hwenzel@ci.ionia.mi.us

Complainant: \_\_\_\_\_

Address: \_\_\_\_\_

City, State and Zip Code: \_\_\_\_\_

Telephone: Home: \_\_\_\_\_ Business: \_\_\_\_\_

Person Discriminated Against: \_\_\_\_\_  
(if other than the complainant)

Address: \_\_\_\_\_

City, State and Zip Code: \_\_\_\_\_

Telephone: Home: \_\_\_\_\_ Business: \_\_\_\_\_

When did the discrimination occur? Date: \_\_\_\_\_

Describe the acts of discrimination providing the name(s) where possible of the individuals who discriminated:

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Flyer to be posted in all public buses and facilities*

**City of Ionia  
Dial-A-Ride**

**Procedure to File a Complaint 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 by Ionia Dial-A-Ride or one of our employees, you can file a complaint by mail or fax at:

City of Ionia  
Dial-A-Ride  
Attention: DAR Director  
251 East Adams Street  
Ionia, Michigan 48846  
616-527-5788 (fax)  
616-527-4000 (phone)  
hwenzel@ci.ionia.mi.us

**Take the first step:** Before filing your complaint, you may contact the Dial-A-Ride Director to discuss your concerns. The Dial-A-Ride Director can look into the issue and try to come up with an acceptable resolution to the situation.

**You can file a complaint against Ionia Dial-A-Ride using the following procedures:**

- File a written complaint with Ionia Dial-A-Ride's ADA Coordinator as soon as possible, but no later than 180 calendar days after the alleged violation.
- The written complaint should be submitted by the grievant and/or designee.
- Alternative means of filing complaints – such as a personal interview or a tape recording – will be made available on request by people with disabilities.
- The written complaint should contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem.
- Within 15 calendar days after receiving the complaint, an Ionia Dial-A-Ride official will meet with the complainant to discuss the complaint and possible resolutions.
- Within 15 calendar days of the meeting, the Ionia Dial-A-Ride ADA Coordinator will respond in writing or by other appropriate accessible format. The response will explain the position of Ionia Dial-A-Ride and offer options for substantive resolution of the complaint.
- If the response by the Ionia Dial-A-Ride ADA Coordinator 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 Ionia Dial-A-Ride for at least 1 year

Alternative formats and language translations of this document are available on request.