

Flyer to be posted in all public buses and facilities

Straits Regional 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 Straits Regional Ride or one of our employees, you can file a complaint by mail, fax or email at:

Transportation Manager, ADA Coordinator

521 Stempky Street, Suite B

Cheboygan, MI 49721

Fax: 231-597-0178

srr@cheboygancounty.net

Take the first step: Before filing your complaint, you may contact the SRR's ADA Coordinator to discuss your concerns. The ADA Coordinator can look into the issue and try to come up with an acceptable resolution to the situation.

You can file a complaint against Straits Regional Ride **using the following procedures:**

1. File a written complaint with the SRR's ADA Coordinator in a timely manner, but no later than 60 calendar days after the alleged violation.
2. The written complaint should be submitted by the grievant and/or designee.
3. Alternative means of filing complaints – such as a personal interview or a tape recording – will be made available on request by people with disabilities.
4. The written complaint should contain information about the alleged discrimination such as the name, address, phone number of complainant and location, date, and description of the problem.
5. Within 15 calendar days after receiving the complaint, a SRR official will meet with the complainant to discuss the complaint and possible resolutions.
6. Within 15 calendar days of the meeting, the SRR's ADA Coordinator will explain the position of the SRR and offer options for substantive resolution of the complaint.
7. If the response by the SRR's 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.
8. All written documents in the process will be retained by SRR for at least 1 year.

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