

## Nashville MTA ADA Complaint Procedures

These procedures apply to all complaints filed under The Americans with disabilities Act of 1990 relating to any program or activity administered by MTA or its sub-recipients, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the Americans with disabilities Act Coordinator may be utilized for resolution, at any stage of the process. The ADA Coordinator will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

In order to be accepted, a complaint must meet the following criteria:

- a. The complaint should be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.
- b. The allegation(s) must involve a covered basis of disability.
- c. The allegation(s) must involve a program or activity of a Federal-aid recipient, sub-recipient, or contractor.

A complaint may be dismissed for the following reasons:

- a. The complainant requests the withdrawal of the complaint.
- b. The complainant fails to respond to repeated requests for addition information needed to process the complaint.
- c. The complainant cannot be located after reasonable attempts.

Please fill out the following ADA complaint form and submit it to the ADA Coordinator. As per the instructions at the bottom of the form you may fax or email your completed form; however, an original form with the original signature must be mailed or hand delivered. You will be notified within 7 days if your complaint meets the above criteria and an investigation will be initiated. MTA will send a final report no more than 60 calendar days from the date the investigation was initiated detailing the findings of the investigation and the final decision.