

ADA GRIEVANCE PROCEDURE

Title VI

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act-Title VI. Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Huntingburg Transit System may file a Title VI complaint by completing and submitting the agency's Discrimination Complaint/Grievance Form. The Huntingburg Transit System investigates complaints received no more than 30 days after the alleged incident. The Huntingburg Transit System will process complaints that are complete.

The complaint should be in writing and contain detailed information about the alleged discrimination, including:

- Full name of Complainant
- Address of Complainant
- Telephone Number of Complainant
- Location, date, and description of the problem.

Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request. The complaint should be submitted by the grievant and/or his/her designate as soon as possible but no later than 30 calendar days after the alleged violation to:

ADA Coordinator

Huntingburg City Office Building

508 E. Fourth Street

Huntingburg, Indiana 47542

An investigation, if applicable and appropriate, shall follow the filing of a complaint. The investigation shall be conducted by the City of Huntingburg ADA Coordinator, or his/her designee. These guidelines will represent thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will offer to meet with the complainant to discuss the complaint and the possible resolutions, where appropriate. Within 15 calendar days of the meeting (or within 15 calendar days after receipt of the complaint if no meeting is appropriate), The ADA Coordinator will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Huntingburg and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 30 calendar days after receipt of the response to the City of Huntingburg ADA Compliance Committee, at P.O. Box 10, 508 E. 4th Street, Huntingburg, Indiana 47542. The appeal should be in written form

describing the initial complaint, the initial response, and the reasons in which the initial response does not satisfactorily resolve the complaint. Alternative means of filing appeals, such as personal interviews or a tape or audio recording of the complainant, will be made available for persons with disabilities upon request to the City of Huntingburg ADA Coordinator. The appeal should be sent to the same address as the initial complaint was delivered. The ADA Compliance Committee shall render a written response within 30 calendar days.

The complainant can further request reconsideration of a case in instances where he/she is dissatisfied with the resolutions of the City of Huntingburg ADA Coordinator and the City of Huntingburg ADA Compliance Committee. In this situation, request for final reconsideration should be made within thirty (30) working days to the Huntingburg, Indiana City Council, at P.O. Box 10, 508 E. Fourth Street, Huntingburg, Indiana 47542. The City Council will render the complainant an agenda item and a description of the resolution, if any, shall be issued by the City Council and a copy forwarded to the complainant no later than thirty (30) working days after the final appeal is filed with the City Council.

The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal agency. Use of this Complaint/Grievance procedure is not a prerequisite to the pursuit of other remedies. These rules shall be constructed to protect the substantive rights of interested persons to meet appropriate due process standards, and to assure that the City of Huntingburg, Indiana, complies with the ADA and implementing regulations.

All complaints received by the City of Huntingburg ADA Coordinator and/or his/her designee, as well as appeals to the City of Huntingburg ADA Compliance Committee, and responses for same, will be retained by the City of Huntingburg, Indiana, for a minimum of five (5) years.

