

**CITY OF SIDNEY
SHELBY PUBLIC TRANSIT**

ADA COMPLAINT PROCEDURE

Complaints: Any person who believes himself/herself or any specific class of individuals to be harmed by failure to comply with ADA regulations may, personally or through a representative, file a written complaint with the Transit Manager, the ADA Coordinator for SPT. A complaint must be filed no later than 180 days from the date of the alleged discrimination, unless the time for filing is extended by the Transit Manager, or their designee. SPT will accommodate requests for the complaint procedure in alternative formats.

An ADA Complaint Form is available in the SPT office or online at www.sidneyoh.com.

The Transit Manager will immediately notify their ODOT Office of Transit representative that an ADA complaint has been filed.

Investigations: The Transit Manager will make a prompt investigation whenever a complaint, or any other information indicating a possible failure to comply with ADA regulations is received. The investigation is to include, when appropriate, a review of the pertinent practices and policies of the transit system, and the circumstances under which the possible noncompliance occurred.

Response: Within ten (10) business days of the receipt of an ADA complaint, the Transit Manager will provide a written response to the person filing the complaint.

Appeal Process: If the complainant remains unsatisfied with the response, they may submit a request in writing to the City Manager for further review of the complaint within thirty (30) days of the Transit Manager's response.

The City Manager will convene a meeting with the Transit Manager to consider the question or complaint within thirty (30) days of receipt of the request to appeal the response.

The City Manager will issue a final written decision within ten (10) business days of the meeting to the complainant. If the complainant is still not satisfied, the unresolved complaint will be submitted to ODOT for a final decision.

The preceding outline of SPT's policy and procedures does not preempt a complainant to pursue their rights through any appeals process provided by the Ohio Revised Code.

Recordkeeping: All complaints, disputes and responses will be documented and kept in a file marked "ADA Complaint File" in the Transit Manager's office.