

Grievance Procedure Under the Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provisions of services, activities, programs or benefits by AASC/Four County Transit. AASC/Four County Transit Personnel Policy governs employment related complaints of disability discrimination.

The Complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant; location, date and description of the alleged discrimination. Alternative means of filing complaints, such as personal interviews or tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the complainant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**Ron Neece
Fleet Manager
Four County Transit
PO Box 765
Cedar Bluff, VA 24609**

**Phone (276) 964-7180
TTY/TDD (276) 964-5765**

Within 15 calendar days after receipt of the complaint, Ron Neece or his designee will meet with the complainant to discuss the complaint and the possible resolution. Within 15 calendars of the meeting, Ron Neece or his designee will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain Four County Transit's position and offer options for substantive resolution of the complaint.

If Four County Transit's response does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt.

Within 15 calendar days after receipt of the appeal, Four County Transit will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, Four County Transit or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Four County Transit or his/her designee will be retained by Four County Transit for at least three years.