

**Monroe Randolph Transit District
ADA Complaint Procedures and Form**

Policy and Procedures:

Monroe Randolph Transit District is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services and activities, as provided by the Americans with Disability Act (ADA).

ADA transportation service complaints received by Monroe Randolph Transit District will be investigated immediately with every effort made to seek an appropriate and prompt resolution. By promptly identifying deficiency areas, Monroe Randolph Transit District will work to make the necessary corrections or adjustments to alleviate the situation.

All ADA Transportation service complaints shall be submitted in writing on the agency's complaint form and returned to the ADA Officer of Monroe Randolph Transit District at 820 W 2nd St, Sparta, IL, 62286. Please see the form included or visit our website at mrtansit.org.

The following information is necessary to assist us in processing your complaint. If assistance is required in completing this form, please contact the ADA Officer of Monroe Randolph Transit District at (618) 443-4433. Once completed the form must be returned to Monroe Randolph Transit District to the attention of the ADA Officer at 820 W 2nd St, Sparta, IL, 62286.

The investigative officer shall maintain a log of ADA complaints received from this process. This log will include:

- The date the complaint was filed
- A summary of the allegations
- The status of the complaint, and
- Actions taken by Monroe Randolph Transit District in response to the complaint

Should Monroe Randolph Transit District receive an ADA complaint in the form of a formal charge or lawsuit, the agency's attorney shall be responsible for the investigation and maintaining a log as described herein.

Continued ADA Complaint Form

Have you filed a complaint with any other federal, state or local agencies? Yes No

If so, list agency / agencies and contact information below:

Agency: _____ Contact Person: _____

Street Address City, State, Zip Code _____

Agency: _____ Contact Person: _____

Street Address City, State, Zip Code _____

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

Complainant's Signature _____ **Date** _____

Print or type name of complainant _____

For Monroe Randolph Transit District Use Only

Date Received: _____ Received By: _____