

# ADA GRIEVANCE PROCEDURE

Baldwin Regional Area Transit System  
Americans with Disabilities Act Grievance Procedure

This grievance procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Baldwin Regional Area Transit System. Baldwin Regional Area Transit System's personnel policies govern 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 and 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.

Formal complaints should be submitted by completing the ADA Grievance form found on our website at [www.baldwincountyal.gov](http://www.baldwincountyal.gov) or contact Baldwin Regional Area Transit System's scheduling department for the form to be mailed directly to you.

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

Director of Transportation  
Baldwin Regional Area Transit System  
251-972-6817  
[www.baldwincountyal.gov](http://www.baldwincountyal.gov)

## ADA GRIEVANCE PROCEDURE- *CONTINUED*

Within 15 calendar days after receipt of the complaint, Director of Transportation or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Director of Transportation or his/her designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print or Braille. The response will explain the position of the Agency and offer options for substantive resolution of the complaint.

If the response by Director of Transportation or his/her designee does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Director of Transportation or his/her designee. Within 15 calendar days after receipt of the appeal, the Director of Transportation or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Director of Transportation 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 Director of Transportation or his/her designee, appeals to the Baldwin County Commission County Administrator or his/her designee, and responses from these two offices will be retained by the Agency for at least three years.