



## **Greater Attleboro Taunton Regional Transit Authority ADA Complaint Procedure**

Any person who believes that they or someone else has been discriminated against based on a disability, may file an Americans with Disabilities Act complaint with the Greater Attleboro Taunton Regional Transit Authority (GATRA), 10 Oak Street, 2<sup>nd</sup> Floor, Taunton, MA 02780 Attn: Stacy Forte, Director of Administration and Compliance. The complainant may also file complaints with the Federal Transit Administration if so desired. Unless needed to accommodate a disability, verbal and non-written complaints received by GATRA shall be resolved informally by GATRA's Customer Service Department.

The GATRA Customer Service Department will maintain a log of all verbal and nonwritten complaints received. The log will include the following information:

- Name of Complainant.
- Date alleged discrimination took place
- Date complaint was received by GATRA
- Details about the discrimination that occurred

All written complaints should include the following information:

- Name, address, and phone number of the Complainant
- Name, address, phone number, and relationship of representative to complainant (if applicable)
- Date alleged discrimination took place
- Details about the discrimination that occurred

Complaints should be filed within 180 days of the alleged act of discrimination.

When a written complaint is received it will be immediately date stamped and reviewed. Within five (5) business days, GATRA will confirm receipt of the complaint and inform the Complainant of the process. GATRA staff will begin working to validate the complaint during this period as well.

Within thirty (30) days, should the complaint be found to be valid, GATRA will investigate the allegation to determine whether there is reason to believe that a failure to comply with the Americans with Disabilities Act occurred. In addition, GATRA will provide a written recommendation for action. At this time GATRA will notify the Complainant in writing of the final decision reached, including the proposed resolution of the matter. This notification will also advise the Complainant of their right to file a formal complaint with the Federal Transit Administration at the following address:

Civil Rights Officer  
Federal Transit Administration – Region 1  
55 Broadway  
Cambridge, MA 02142

*GATRA will retain records of all complaints for 5 years after the complaint is closed.*



**Greater Attleboro Taunton Regional Transit Authority**  
ADA Complaint Form

Contact Information			
Name:			
Address:			
City:		State:	Zip:
Phone:	Email:		
Discrimination Complaint			
Date of Alleged Incident:			
Service Incident Occurred On:			
Description of Complaint			
<p>Please explain your complaint. Include as many specific details as possible such as names, dates, times, route numbers, witnesses, and any other information you feel would be helpful. You may attach any other written material that pertains to your complaint.</p>			
Complainant Signature			
Complainant Signature:			Date: