



## **ADA Complaint Resolution Procedure**

### **Procedure**

In compliance with Title II of the Americans with Disabilities Act of 1990 (“ADA”), Coast RTA is committed to providing the highest quality service. In addition, Coast RTA is committed to ensuring that no person is denied access to its services on the basis of their disabilities. If an ADA passenger’s experience with the Coast RTA’s paratransit service is perceived as less than satisfactory or in alleged violation of the ADA, he/she may file a complaint by following the procedure outlined below.

### **Filing a Complaint**

An ADA passenger wishing to file a complaint regarding an ADA trip, reservation experience, or other aspect of the service, may contact the Customer Service Department regarding the complaint and will be directed to the appropriate staff person to resolve the issue:

- By calling (843)488-0865, during normal business hours. (For the hearing impaired, please dial Coast RTA's TDD Number: 1-877-225-8337.)
- Via email at [ADAComplaints@CoastRTA.com](mailto:ADAComplaints@CoastRTA.com)
- Via fax at (843) 488-0874 (Attention To: ADA Complaints)
- By writing: ADA Complaints c/o Coast RTA  
1418 Third Avenue, Conway, SC 29526

When submitting a complaint in writing, the preferred method is to use the ADA Complaint Form ([click here](#)). If you, as the complainant, would like to submit a complaint in writing but are unable to write a complaint, a representative at the Customer Service Department will assist you with the complaint. Coast RTA is committed to providing open access to its services to persons with limited ability to speak or understand English; if requested by the complainant, Coast RTA's Customer Service Department will provide language translation services.

Complaints may also be filed with external entities such as the Federal Transit Administration, the Equal Employment Opportunity Commission, or the Department of Fair Employment and Housing. Please review information on the respective agency websites for details on filing ADA complaints. Should a complaint be filed with our Customer Service Department and an external entity simultaneously, the external complaint shall supersede the complaint to Customer Service. However, Coast RTA's staff will continue its own investigation of the complaint and make the findings available.

Alleged ADA compliance violations should be reported as soon as possible following the incident; ADA passengers should not delay when wishing to file a complaint. Details such as the day of the week, date, and time of all incidents should be included. Any additional relevant information available to provide to the Customer Service Representative will be helpful.

### **Investigations**

All ADA complaints will be investigated promptly upon receipt by a designated employee at the Customer Service Department. It is important that general service complaints will be distinguished from those that rise to the level of noncompliance, and complaints of discrimination will be fully investigated. Complaint investigations will include communications with all parties involved (i.e. the complainant as well as pertinent operations staff). If necessary or requested, the Customer Service Representative will set up a meeting with the complainant to review all pertinent information. Results of the meeting will be documented and a resolution may be agreed upon at that time.

### **Resolution**

Following the investigation, a representative from the Customer Service Department will promptly communicate its response to the complaint allegations, including its reasons for the response. A resolution will occur when the General Manager has determined that the cause of the complaint is understood, that the appropriate department(s) have taken action to ensure that measures are in place to prevent the problem from recurring, and when the passenger is satisfied that the complaint is resolved.

All complaints of noncompliance received will be documented and kept on file for one (1) year. A record of all complaints will be kept for five (5) years.

### **Accessible format**

If an ADA passenger who wishes to file a complaint requires a copy of this Complaint Resolution Procedure in an alternate format or in a language other than English, please call (843) 488-0865.