



BLACKSBURG TRANSIT
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 provision of services, activities, programs or benefits by Blacksburg Transit. The Town of Blacksburg's 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; and 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:

Communications & Customer Support (CCS) Coordinator
Blacksburg Transit
2800 Commerce St.
Blacksburg, VA 24060

The CCS Coordinator upon receipt of an ADA complaint will log the feedback in the Customer feedback spreadsheet. The CCS Coordinator will review the feedback; if the complaint alleges ADA discrimination, it will be shared with the Town's ADA Coordinator for follow-up. If not, the CCS Coordinator will follow the normal process for complaint investigations.

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or their designee will meet with the complainant to discuss the complaint and the possible resolution. Within 15 calendar days of the meeting, the ADA Coordinator or their designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille or audio tape. The response will explain Blacksburg Transit's position and offer options for substantive resolution of the complaint.

If Blacksburg 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 of the response to the Federal Transit Administration Office of Civil Rights, 1760 Market Street, Suite 500, Philadelphia, PA 19103-4124; Phone: (215) 656-7100;
TDD: (215) 656-7269.

All written complaints received by the ADA Coordinator or their designee, appeals to the FTA Office of Civil Rights, and responses from these two offices will be retained by Blacksburg Transit for at least three years.