

Spokane Regional Transportation Council

ADA Complaint Procedures

The Spokane Regional Transportation Council (SRTC) is committed to a policy of non-discrimination in the operation of its programs and provision of its services without regard to a person's disability in accordance with Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act (ADA). The SRTC has established a process for investigating and resolving complaints alleging disability discrimination related to the SRTC's programs and services.

Submission of Complaints

Any person or persons who believe they have been denied access to the services or programs of the SRTC based on a disability may file a written complaint utilizing the SRTC ADA Complaint Form within 180 days of the alleged discriminatory action. A complaint may be filed without the Complaint Form if the complainant's name, mailing address, telephone number, and details regarding the alleged discrimination (including date, time, location, and description of incident) are included in writing.

The Complaint Form or written complaint may be submitted through any of the following methods:

- Via Hand Delivery: Spokane Regional Transportation Council, 421 W Riverside Ave., STE 500, Spokane, WA 99201
- Via Mail: Spokane Regional Transportation Council, Attn: SRTC ADA Coordinator, 421 W Riverside Ave., STE 500, Spokane, WA 99201
- Via E-mail: mredlinger@srtc.org

At the complainant's discretion, the complaint may also be filed with the Washington State Department of Transportation Office of Equity and Civil Rights, Federal Highway Administration (FHWA) or Federal Transit Administration (FTA) as follows:

- **Washington State Department of Transportation Office of Equity and Civil Rights, Attn: ADA/504 Compliance Coordinator, Washington State Department of Transportation, 310 Maple Park Avenue SE, PO Box 47300, Olympia, WA 98504**
- **Federal Highway Administration Office of Civil Rights, Attn: ADA Program Coordinator, 8th Floor E81-105, 1200 New Jersey Ave., SE Washington, DC 20590**
- **Federal Transit Administration Office of Civil Rights, Attn: ADA Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC 20590**

Determination of Jurisdiction and Acknowledgement of Receipt

Upon receipt, the complaint will be reviewed to determine if the SRTC has jurisdiction. Within ten (10) business days of receipt of the complaint, a letter will be sent to the complainant detailing the following information:

1. Acknowledgement that the complaint has been received and is pending investigation. a. If the SRTC determines that the complaint is not within its jurisdiction, the complaint shall be referred to the Washington State Department of Transportation, Federal Highway Administration, Federal Transit Administration, or other appropriate agency. The complainant shall be notified of such referral.

2. The date by which a response will be sent to the complainant.
3. Information for how to contact the SRTC if a response is not received by the date indicated.

Investigation of Complaints

The complaint will be reviewed by the SRTC ADA Coordinator, Executive Director, and Legal Counsel. The SRTC shall investigate the complaint and respond in writing to the complainant within 90 days. If additional information is needed to resolve the case, the SRTC may contact the complainant. The complainant shall have 30 days from the date of the request to provide any additional information that has been requested. If the SRTC does not receive additional information from the complainant within 30 days, the SRTC may administratively close the complaint. A complaint may also be administratively closed if the complainant informs the SRTC in writing that they no longer wish to pursue the complaint.

Records Retention

The SRTC shall maintain record of any ADA complaint received for a minimum of five years following resolution of the complaint.