

Windham Region Transit District

ADA Complaint Procedures

If you have a complaint about the accessibility of our transit system or service, or believe you have been discriminated against because of your disability, you can file a complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident.

A) Complaint Filing

- a. Any person who feels they have been subjected to discrimination under the Americans with Disabilities Act (ADA) or has a complaint about the accessibility of WRTD's transit system or services may file a complaint with the WRTD Administrator.
- b. A complaint must be filed within one hundred eighty (180) days of the alleged incident.
- c. A complaint must be in writing on the WRTD ADA Complaint Form and signed by the complainant or his/her representative, and include the complainant's name, address and telephone number. Complainants shall explain, as fully as possible, the facts and circumstances surrounding the alleged discriminatory action and individuals responsible for the alleged discriminatory action and names of any known witnesses. File the complaint with the Windham Region Transit District.

Ellen Grant, Administrator
Windham Region Transit District
28 South Frontage Road
Mansfield Center, CT 06250

- d. If you are unable to complete a written complaint due to a disability or if information is needed in another language, please contact us at 860-456-2223 x 106 or info@wrtd.org for assistance.

B) Complaint Investigation

- a. WRTD will review the complaint to determine if it is appropriate under the ADA.
- b. If the complaint conforms to ADA standards and all the required information is provided, then the complaint will be accepted.
- c. WRTD may contact the complainant and witnesses if additional information is required.

C) Complaint Disposition

- a. All complaint and investigation correspondence will be retained by WRTD.
- b. WRTD will respond in writing to the complainant with the findings of the investigation within 90 days of receipt of the complaint.
- c. If the complainant disagrees with the findings, he/she may request reconsideration by submitting a request in writing to the Administrator within ten (10) days of the date of WRTD's letter. The request must include the basis for reconsideration. The Administrator will notify you of the decision to accept or reject the request for reconsideration within then (10) days. If granted, the Administrator will issue a determination letter to the complainant upon completion of the reconsideration review.

D) Additional Complaint options

WRTD encourages you to file the complaint with us. However, you may file a complaint with the Federal Transit Administration or with the Connecticut Department of Transportation

Federal Transit Administration
Office of Civil Rights
1200 New Jersey Ave. SE
Washington DC 20590

Connecticut Department of Transportation
2800 Berlin Turnpike
Newington, CT 06111