

# **Franklin Regional Transit Authority**

## **ADA Complaint Procedure**

The FRTA will act upon your complaints accordingly. We realize that you rely on our services and want your experience with us to be a positive one. Hearing from our consumers helps us to make improvements where necessary.

Complaints should be addressed to:

FRTA, Administrator  
12 Olive St.  
Greenfield, MA 01301  
(888) 301-2262 or (413) 774-2262; TTY (413) 774-2262

A complaint may be filed orally, in writing, in person, or by any other appropriate means. The complaint will be reduced to writing if necessary by the FRTA staff designee and when possible be provided to the complainant for signature. The complaint should contain the name and address of the person filing the complaint (complainant) and briefly describe the alleged violation of the regulations.

A complaint should be filed within sixty (60) days after the complainant becomes aware of the alleged violations.

An investigation, as may be appropriate, shall follow a filing of a complaint. The investigation shall be conducted by a FRTA staff designee. These rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.

A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by FRTA staff and a copy forwarded to the complainant no later than twenty-one (21) days after its filing.

The FRTA shall maintain the files and records of the Franklin Regional Transit Authority relating to the complaints filed.

The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be made within seven (7) calendar days of the original determination to the Assistant Administrator of the FRTA. The Assistant Administrator shall consider the complainant's request for reconsideration. The request for reconsideration shall be considered denied if no action is taken within the (10) days after the date the Assistant Administrator received the request for reconsideration.

The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impeded by the persons pursuit of other remedies such as filing an ADA complaint with the responsible federal or state department or agency. Use of this complaint procedure is not a prerequisite to the pursuit of other remedies.

These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards and to assure that the Franklin Regional Transit Authority complies with the ADA and implementing regulations.