



## VTC ADA Complaint Procedure

Anyone who believes that the Volunteer Transportation Center, Inc. (VTC) has discriminated against them and denied transportation due to a disability can file a complaint.

Complaints may be submitted to VTC's ADA Coordinator as follows: By

phone: (315) 788-0422 ext. 2940

By email: [info@volunteertransportation.org](mailto:info@volunteertransportation.org)

By mail via United States Postal Service:

ADA Coordinator  
Volunteer Transportation Center, Inc.  
203 N. Hamilton Street  
Watertown, NY 13601

VTC investigates all ADA complaints received within 90 days of the alleged incident. Complaints may be submitted by phone, email, USPS or in person. The online complaint form can be downloaded [here](#). You may contact VTC at (315) 788-0422, ext. 2940 to have a copy sent to you, which you can return to the above address.

Upon receipt of the complaint, VTC will review the information and inform the complainant within 10 days that his or her complaint has been received. VTC will have up to 30 calendar days to investigate the alleged incident. The complainant

will have 10 business days from the date of the letter to submit information about the alleged incident. If the complainant does not submit the information, VTC may close the case. Or, if the complainant does not wish to pursue his or her case, VTC can administratively close the case.

As soon as the complaint has been reviewed, the investigator will issue one of two letters to the complainant: 1) a closure letter or 2) a letter of finding (LOF). A closure letter provides brief information about the allegation and states that there was no finding of an ADA violation. An LOF provides brief information about the allegations and the interviews regarding the alleged incident. This letter explains what actions were taken. If the complainant wishes to appeal VTC's finding, he or she will have 10 business days to do so.

Complaints can also be filed directly to the Federal Transit Administration at:

FTA Office of Civil Rights  
ATTN: Complaints  
East Building, 5<sup>th</sup> Floor-TCR  
1200 New Jersey Avenue SE  
Washington DC 20590

**Please include contact information.**