

## ADA COMPLAINT PROCESS

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Titles II and III of the Americans with Disabilities Act of 1990 provide that no entity shall discriminate against an individual with a disability in connection with the provision of transportation services. Gwinnett County Transit (GCT) operates its programs and services in accordance with such ADA Act. Any person who believes she or he has been subjected to any unlawful discriminatory practice under Title II or III of the ADA Act of 1990 may file a complaint with Gwinnett County, Georgia.

### **Filing an ADA Complaint**

A customer can file an Americans with Disabilities Act complaint online, by mail, fax or phone.

*To file an ADA complaint electronically:*

Visit [www.gctransit.com](http://www.gctransit.com) and submit under the "Comments & Suggestions"

*To file an ADA complaint, by mail send your complaint to:*

Gwinnett County Department of Transportation  
One Justice - 446 West Crogan Street, Suite 410 Lawrenceville, GA 30046-6935

*To file an ADA complaint by fax:*

Please fax your complaint to 770-825-8162

*To file an ADA complaint by phone:*

Contact Gwinnett County Transit's Customer Service Manager at 770-822-5010. GCT's Customer Service Office operates Monday through Friday from 6:00am to 8:00pm and Saturday from 7:00am to 8:00pm

The customer may also file an ADA complaint directly with the U.S. Department of Justice, Civil Rights Division, Disability Rights Section, 950 Pennsylvania Avenue, NW Washington, D.C. 20530

### **What should an ADA complaint include?**

- Customer's full name, address, the telephone numbers where we can reach them during the day and evening, and the name of the party discriminated against (if known)
- A brief description of the acts of discrimination, the dates they occurred, and the names of individuals involved
- Other information customer believes is necessary to support their complaint, including videos and/or relevant documents
- The customer must identify the most effective way of communication, via email, mail or phone.

## **What happens after a customer's complaint is received?**

The customer's complaint is recorded in the TransTrack online complaint database and a due date is assigned for review and completion. Each complaint is reviewed carefully. ADA complaints are resolved within three business days from the receipt of the original complaint. Based on the investigation and outcome of the review, GCT's Customer Service Manager will inform the customer of our action, which may include:

- Contacting the customer for additional information or copies of relevant documents
- Requesting additional time for investigation

If we cannot substantiate or if we are unable to take any action on the complaint, we will notify the customer via phone, email, or postal mail (as per customer's response request).

If the complaint is substantiated, we will also notify the customer of our action taken by phone email, or postal mail (as per customer's response request).