

## **Greater Peoria Mass Transit District ADA Complaint Process**

The Greater Peoria Mass Transit District / CityLink has established a process for investigating and resolving complaints alleging any action prohibited by Title II of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act. Any person who believes they have been refused service based on their disability may file a complaint under this procedure. It is against the law to retaliate against anyone who files a complaint or cooperates in the investigation of a complaint.

The Director of Mobility or the Director of Operations (or his / her designee) shall be responsible for overseeing investigations and responses to complaints.

### **How to file a Complaint:**

Complaints must be filed online, by mail/fax or phone, or in person.

The Complaint Form and Process can be located online at [www.ridecitylink.org](http://www.ridecitylink.org). After accessing the Home Page, go to "Passenger Information", and then "Accessibility", and the forms are located there. The complaint should include the following information:

1. Name, Address, and Phone Number of the individual or representative filing the complaint; complaints filed on behalf of third parties must describe or identify the alleged victim.
2. Provide an explanation in detail of the denial of service.
3. The date that the alleged violation occurred.

### **Submit by Mail to the following address:**

**Greater Peoria Mass Transit District/CityLink  
Attn: Complaint Department/Lead Customer Service Representative  
407 S.W. Adams Street  
Peoria, IL 61602**

**Fax: (775) 416-9762** (Provide information described above)

**Phone: (309) 679-8148** (*Please speak clearly and provide important details, when using this method*)

**Submit in Person to the above address.** (Hours of operation are Monday – Friday 8:00am – 5:00pm)

\*If Assistance is needed to complete the Complaint Form, please call **(309) 679-8148** and a member of our staff will assist you.

### **Acknowledgement of Complaint receipt:**

Within fourteen-(**14**) business days after receiving the complaint, the complainant will be contacted confirming receipt of complaint and move forward with investigation. A proposed date for resolution will be given at that time.

**Investigation of Complaint:**

The Mobility Director or the Operations Director (or his / her designee) will investigate the complaint and respond back to the complainant in a reasonable time, not to exceed sixty-(60) business days from receipt of complaint. The response will set out a process for resolution of the complaint. If no action is taken, the response will state the reasons for that decision. Since personnel files are confidential, specific information on disciplinary actions resulting from complaints will not be divulged.

**Time Limits:**

The parties involved may at any time request to extend any time limit that is set out above without consequences.

**Appeals:**

A complainant can appeal the decision in instances where he or she is dissatisfied with the resolution. The request for appeal must be made within sixty-(60) business days of the receipt of the District's response. An appeal must be made in writing, by telephone, or in person. Appeals are to be submitted to the General Manager's Office.

**File Retention:**

The Mobility Director shall maintain the files and records relating to the complaints filed, for a period of five-(5) years. Copies of complaints may be requested in accordance with the Freedom of Information Act. Names and addresses of the complainant will be redacted to protect the individuals' privacy rights.

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