



ADA Complaint Form

If you would like to submit a disability complaint to the Southwest Washington Regional Transportation Council that is not related to a Title VI complaint, please fill out the form below and send it to: Southwest Washington Regional Transportation Council, Attn: ADA Coordinator, PO Box 1366, Vancouver, WA 98666-1366. For translation or assistance, or for a copy of RTC's ADA Self-Evaluation and Program Access Plan, see www.rtc.wa.gov/info/ADA or contact info@rtc.wa.gov.

Name _____

Address _____ City _____ Zip _____

Phone: Home _____ Work _____ Mobile _____

Best time of day to contact you about this complaint: _____

Email: _____

Basis of Complaint:

Date of alleged incident: _____

Who discriminated against you?

Name _____

Name of Organization _____

Address _____ City _____ Zip _____

Telephone _____

Explain what happened, why you believe it happened, and how you were discriminated against. Indicate who was involved. Be sure to include how other persons were treated differently than you. If you have any other information about what happened, please attach supporting documentation to the form. (Attach additional pages if more space is needed.)

What remedy are you seeking for the alleged discrimination? Please note that this process will not result in the payment of punitive damages or financial compensation.

List any other persons that we should contact for additional information in support of your complaint. Please list their names, phone numbers, address, email address below.

Have you filed your complaint, grievance, or lawsuit with any other agency or court?

Who _____

When _____

Status (pending, resolved, etc.) _____

Result, if known _____

Complaint number, if known _____

Do you have an attorney in this matter? _____

Name (print) _____ Phone _____

Address _____ City _____ Zip _____

Signed _____ Date _____

Filing a Complaint

Any individual may exercise their right to file a complaint with RTC, if that person believes that they or any other program beneficiaries have been subjected to unequal treatment or discrimination, in their receipt of benefits/services or on the grounds of their disability. RTC will make a concerted effort to resolve complaints informally at the lowest level, using the agency's following complaint procedures. Complaint forms are available on RTC's website at www.rtc.wa.gov/info/ada.

These procedures apply to all disability complaints filed under Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 (ADA), relating to any program or activity administered by RTC or its subrecipients, consultants, and/or contractors.

Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited by ADA nondiscrimination provisions may file a written complaint with RTC's ADA Coordinator. A formal complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant. The complaint must meet the following requirements:

- Complaint shall be in writing and signed by the complainant(s).
- Include the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct).
- Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complained-of incident.

Written complaints may be submitted to RTC as follows:

- By mail to the ADA Coordinator at: Attn: ADA Coordinator, PO Box 1366, Vancouver, WA 98666-1366.
- In person at RTC offices located at 1300 Franklin Street, Suite 185, Vancouver, WA 98660. Normal office hours are 8:00 am to 5:00 pm Monday through Friday. It is recommended to call 564-397-6067 (TTY 711) prior to visiting to ensure offices are open.

Complaints received by fax or e-mail will be acknowledged and processed, once the identity(ies) of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or e-mail transmittal for RTC to be able to process it.

Complaints received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for them to complete, sign, and return to RTC for processing.

Upon receipt of the complaint, the ADA Coordinator or their designee will determine its jurisdiction, acceptability, and need for additional information, as well as investigate the merit of the complaint. Complaints submitted with incomplete information may result in delayed investigations and responses. A complaint may be dismissed for the following reasons:

- The complainant requests the withdrawal of the complaint.
- The complainant fails to respond to repeated requests for additional information needed to process the complaint.
- The complainant cannot be located after reasonable attempts.

Once the complaint has been received by RTC, RTC's ADA Coordinator or their designee will review the complaint and the complainant will be notified in writing if the complaint will be reviewed by RTC within five calendar days. The complaint will receive a case number and will then be logged in RTC's records identifying its basis and alleged harm.

Within 30 calendar days of the acceptance of the complaint, RTC will respond in writing to the complaint that summarizes the allegations and findings. If the complainant does not agree with the findings and would like to appeal, a written notification from the complainant must be received within 30 calendar days from receipt of the findings letter.

RTC's Executive Director shall promptly consider the appeal and consideration of the appeal will be based upon the written appeal and accompanying documentation. At the discretion of the Executive Director, the appeal process may include a meeting with the appealing party.

RTC's Executive Director will, within a reasonable time, but not to exceed 60 calendar days from receipt of the appeal by RTC, issue a written decision to the appealing party. The decision shall include an explanation of the reasons for the decision and any facts that were considered in rendering the decision. The decision by the Executive Director or their designee shall constitute the final administrative determination by RTC.

These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies, or to seek private counsel for complaints alleging discrimination. An ADA complaint may be filed with any of the following offices:

Washington State Department of Transportation
Office of Equal Opportunity, ADA Program
310 Maple Park Avenue SE
P.O. Box 47300
Olympia, WA 98504-7300
Email: wslotada@wsdot.wa.gov

Federal Highway Administration
Office of Civil Rights
8th Floor E81-105
1200 New Jersey Avenue, SE
Washington, DC 20590
Email: CivilRights.FHWA@dot.gov

Federal Transit Administration Office of Civil Rights
Attn: Complaint Team East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590
Email: FTACivilRightsCommunications@dot.gov

United States Department of Justice
Civil Rights Division
950 Pennsylvania Avenue, NW
Washington DC, 20530-0001
Phone: (855) 856-1247

RTC follows Washington State records retention guidelines promulgated by the State's Secretary of State. Pursuant to those guidelines, RTC retains complaint records for six (6) years after resolution, completion, or closure of the complaint.