

# **Jackson Transit Authority (JTA) Reasonable Modification Request COMPLAINT PROCEDURES**

Any person who believes she or he has been refused a reasonable modification request by Jackson Transit Authority (hereafter referred to as "JTA") may file a complaint by completing and submitting the agency's Reasonable Modification Complaint Form. JTA investigates complaints received not later than 60 days after the alleged incident. JTA will process complaints that are complete.

## **JTA Reasonable Modification Complaint Form**

The attached form is to be used by the complainant to file a complaint with JTA. In lieu of this form, the complainant may submit a letter describing the complaint.

## **JTA Report of Investigation**

The JTA ADA Coordinator will investigate and use the attached form to summarize and report the findings of an investigation; or the general outline of the form can be incorporated into a report structured by the investigator, if it addresses the essential issues outlined in the form. If it is determined that more information is needed to resolve the complaint, JTA may contact the complainant in writing for additional information. The complainant has 30 business days from the date of the letter to send requested information to the JTA ADA Coordinator. If the JTA ADA Coordinator is not contacted by the complainant or if JTA does not receive the additional information within 30 business days, JTA can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the JTA ADA Coordinator reviews the complaint, she/he will issue a Report and Resolution of Complaint Letter to the complainant. The report and resolution letter will summarize the allegations and indicates a finding that there was or was not an ADA violation and that remedial action should be taken or that the case will be closed. The findings of the ADA Coordinator are final.