



Potomac and Rappahannock
Transportation Commission

American with Disabilities Act of 1990 (ADA) Complaint Procedures

No qualified individual with a disability shall, by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination.

These procedures cover complaints for alleged discrimination due to accessibility issues in any program or activity administered by the Potomac and Rappahannock Transportation Commission (PRTC). Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited by the Americans with Disabilities Act of 1990 (ADA) may file a complaint, completing the attached complaint form, to the following address: ADA Coordinator, Potomac and Rappahannock Transportation Commission, 14700 Potomac Mills Road Woodbridge, VA 22192, 703-580-6162.

The following measures will be taken to resolve ADA complaints:

1. A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative and shall include the complainant's name, address and telephone number; name of alleged discriminating person, if known, basis of the complaint and the date of the alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany each complaint.
2. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the PRTC ADA Coordinator. Under these circumstances, the complainant will be interviewed, and the PRTC ADA Coordinator will assist the Complainant in converting the verbal allegations to writing.
3. When a complaint is received, the ADA Coordinator will provide written acknowledgement to the Complainant, within ten (10) days by registered mail.
4. If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided thirty (30) business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
5. Within fifteen (15) business days from receipt of a complete complaint, the PRTC will determine whether the complaint has sufficient merit to warrant investigation as an ADA complaint and within five (5) days of this decision PRTC will notify the Complainant, by registered mail, that it will either pursue or not pursue an ADA investigation. If the decision is not to investigate as an ADA complaint, the notification shall specifically state the reason for the decision.
6. If the complaint has investigative merit a complete investigation will be conducted, and an investigative report will be completed within sixty (60) days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, a finding with recommendations for remedial steps as appropriate and necessary. The remedial steps, if any, will be implemented as soon as practicable. The Complainant will receive a copy of the final report together with any remedial steps.
7. If no violation is found and the Complainant wishes to appeal the decision, he or she may appeal directly to the Executive Director of PRTC, 14700 Potomac Mills Road, Woodbridge, VA 22192.

8. Complaints may also be filed with the Federal Transit Administrations, Office of Civil Rights, Attention: Complaint Team no later than 180 days after the date of the alleged discrimination, at East Building, 5th Floor – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.

9. The ADA Coordinator shall maintain a log of ADA complaints received from this process. The log shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by PRTC in response to the complaint. Should PRTC receive an ADA complaint in the form of a formal charge or lawsuit, the General Counsel shall be responsible for the investigation and maintaining a log as described above.

