

Somerset County Transportation System

AMERICANS WITH DISABILITIES ACT/ TITLE VI COMPLAINT PROCEDURE

This procedure is established for the prompt resolution of complaints alleging any violation of Title II of the Americans with Disabilities Act (ADA) and complaints filed under Title VI of the Civil Rights Act of 1964, in the provision of

services, programs, through the Somerset County Transportation System. If you require a reasonable accommodation to complete this form, or need this form in an alternate format, please contact Somerset County Transportation System.

To file a complaint under the ADA/Title VI Complaint Procedure take the following steps:

1. Complete the complaint form and return it to the ADA/Title VI Coordinator at the address provided at the end of this policy document. Alternative means of filing complaints will be made available for persons with disabilities upon request. The complaint should be submitted as soon as possible but no later than thirty (30) calendar days after the alleged violation.

2. Within fifteen (15) calendar days of receipt of the complaint, the ADA/Title VI Coordinator, or their designee, will investigate the complaint, which may include meeting with the individual seeking an accommodation, either in person or via telephone, to discuss the complaint and the possible resolutions. Within fifteen (15) calendar days of the meeting, the ADA/TITLE VI Coordinator, or their designee, will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio. The response will explain the position of the Somerset County Transportation System and offer options for substantive resolution of the complaint.

3. If the response to the complaint does not satisfactorily resolve the issue, the complainant may appeal the decision within fifteen (15) calendar days after receipt of the response to the Executive Director of Tableland Services at the address provided at the end of this policy document. Within fifteen (15) calendar days after receipt of the appeal, the SCTS Administrator, or their designee, will meet with the

complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the District Court Administrator, or their designee, will respond in writing, and where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

This ADA/Title VI complaint procedure is informal. An individual's participation in this informal process is completely voluntary. Use of this complaint procedure is not a prerequisite to, and does not preclude, a complainant from pursuing other remedies available under law.

The Pennsylvania Unified Judicial System (UJS) Policy on Non-Discrimination and Equal Employment Opportunity also encompasses disability-related issues and provides complaint procedures for UJS court users. Any employment related disability discrimination complaints will be governed by the UJS Policy on Nondiscrimination and Equal Employment Opportunity.

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Tableland Services INC

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