



Gastonia Transit ADA Complaint Policy

If you have a complaint about the accessibility of our transit system or service, or believe you have been discriminated against because of your disability, you can file a complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident.

How do you file a complaint?

You can call us, download and use our ADA complaint form at www.gastonianc.gov/ada-paratransit or request a copy of the form by writing or phoning Gastonia Transit, PO Box 1748, Gastonia NC 28053, (704) 866-6855.

You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number. (See Question 1 of the complaint form.)
- How, why, and when you believe you were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information.
- The names of any persons, if known, whom the director could contact for clarity of your allegations. (See Question 11 of the complaint form.)

Please submit your complaint form to address listed below:

Gastonia Transit
Cindy Forrester, Division Manager
PO Box 1748
Gastonia, NC 28053
(704) 836-0039
cindy.forrester@gastonianc.gov

Do you need complaint assistance?

If you are unable to complete a written complaint due to a disability or if information is needed in another language, we can assist you. Please contact us at (704) 866-6855 or bus@gastonianc.gov.

How will your complaint be handled?

Gastonia Transit investigates complaints received no more than 180 days after the alleged incident. Gastonia Transit will process complaints that are complete. Gastonia Transit will complete an investigation within 30 days from receipt of a complaint. If more information is needed to resolve the case, Gastonia Transit may contact you. Unless a longer period is specified by Gastonia Transit, you will have ten (10)

days from the date of the request to send the requested information. If the requested information is not received, Gastonia Transit may administratively close the case. A case may also be administratively closed if you no longer wish to pursue it.

After an investigation is complete, Gastonia Transit will send you a letter summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If you disagree with the determination, you may request reconsideration by submitting a request in writing to the Gastonia Transit Division Manager within seven (7) days after the date of the Gastonia Transit letter, stating with specificity the basis for the reconsideration. The Division Manager will notify you of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, the Division Manager will issue a determination letter to the complainant upon completion of the reconsideration review.

Do I have other options for filing a complaint?

We encourage that you file the complaint with us. However, you may file a complaint with the Federal Transit Administration.

Department Office of Civil Rights
US Department of Transportation
400 7th street, SW, Room #10215, S-30
Washington, DC 20590

(202) 366-4648
(202) 366-5992
TTY Access: (202) 366-9696
DC Relay: (202) 855-1000