



## Lake Havasu City Transit ADA Complaint Process

### Purpose

The purpose of this procedure is to establish a prompt and equitable process for resolving complaints alleging discrimination on the basis of disability in the provision of Lake Havasu City Transit (LHCT) services.

### Right to File a Complaint

Any individual who believes they have been subjected to discrimination on the basis of disability may file an ADA complaint. Complaints may include, but are not limited to:

- Failure to provide accessible service
- Denial of reasonable modification
- Improper securement or assistance
- Inaccessible equipment (lifts/ramps not functioning)
- Failure to accommodate service animals

### Filing a Complaint

ADA complaints must be filed within 60 calendar days of the alleged incident.

Complaints may be submitted through the following methods:

- In writing (mail or in person)
- By telephone
- By email (if applicable)
- In alternative formats upon request (e.g., large print, audio)

At a minimum, the complaint should include:

- Name, address, and contact information of the complainant
- Date, time, and location of the incident
- Description of the alleged discriminatory action
- Any supporting documentation or witness information

LHCT will provide assistance to individuals who are unable to complete a written complaint due to a disability.

### Complaint Acknowledgment

Upon receipt of a complaint, LHCT will:

- Log the complaint into the agency tracking system
- Provide written acknowledgment to the complainant within 5 business days

### Investigation Process

LHCT will conduct a prompt, thorough, and impartial investigation, which may include:

- Review of dispatch records, trip data, and vehicle logs
- Interviews with employees, witnesses, and the complainant



- Review of policies, training records, and applicable procedures

### Resolution and Response

LHCT will issue a written response to the complainant within 30 calendar days of receipt of the complaint, unless additional time is required.

The response will include:

- A summary of the investigation
- Findings and determination
- Any corrective actions, if applicable

If additional time is needed, LHCT will notify the complainant in writing and provide an estimated completion date.

### Appeal Process

If the complainant disagrees with the determination, they may file an appeal within 15 calendar days of the decision.

Appeals must include:

- The basis for the appeal
- Any additional information or documentation

LHCT will review the appeal and issue a final decision within 30 calendar days.

### Record Retention

LHCT will maintain ADA complaint records, including investigations and responses, for a minimum of three (3) years, in accordance with FTA record-keeping expectations.

### External Complaint Options

A complainant may also file a complaint directly with the:

Federal Transit Administration (FTA)

Office of Civil Rights

1200 New Jersey Avenue, SE

Washington, DC 20590

### Accessibility of the Process

This complaint process is available:

- On the LHCT website
- By request through Transit Administration

### Compliance Statement

Lake Havasu City Transit is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to, discrimination in its services on the basis of disability.