**ADA Complaint Process**

It is Wayne County Transit’s policy that no person shall, on the grounds of race, color, national origin, disability, sexual orientation, gender identity, or gender expression be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program, activities, or services for which Wayne County Transit receives Federal financial assistance.

Any person who believes they have been mistreated by an unlawful discriminatory practice under the Americans with Disabilities **Act** has a right to file a formal complaint with Wayne County Transit.  Any such complaint must be made in writing or in person with Wayne County Transit’s Disability Rights Coordinator within one hundred eighty (180) days following the date of the alleged discrimination occurrence.  ADA Complaint forms may be obtained from Wayne County Transit administrative offices at no cost by calling 912-427-5914, or via internet at (www.waynecountyga.us). Electronic complaints will not be accepted. Anyone who requires assistance or a modification to complete the complaint form should contact the Disability Rights Coordinator at (912-427-5914).

You also have the right to file a complaint with an external entity such as the U.S. Department of Transportation (DOT), a federal or state agency, or a federal or state court. Should a complaint be filed with Wayne County Transit and an external entity simultaneously, the external complaint shall supersede the Wayne County Transit complaint and Wayne County Transit’s complaint procedures will be suspended pending the external entity’s findings.

**Investigations**

Within 10 working days of receipt of the formal complaint, the Disability Rights Coordinator will notify the complainant and begin an investigation (unless the complaint is filed with an external entity first or simultaneously). Carolyn Cooper will serve as the Disability Rights Coordinator.

The investigation will address complaints against any Transit department(s). The investigation will be conducted in conjunction with and under the advice of the Federal Transit Administration’s Civil Rights Unit.

The investigation may include discussion(s) of the complaint with all affected parties to determine the problem or issue. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within 60 days of the receipt of the formal complaint. Wayne County Transit system will track all ADA complaints in consultation with the Wayne County Legal Department.

Based upon all the information received, an investigation report will be written by the Disability Rights Coordinator for submittal to the County Administrator. The complainant will receive a letter stating the final decision of Wayne County Transit.

The complainant shall be notified of his/her right to appeal the decision to the County Administrator and Wayne County Board of Commissioners. Appeals may be made to the GDOT 204 US Hwy 301, Jesup, GA 31546 or the Federal Transit Administration (FTA).

Complaints will be maintained in accordance with FTA record retention requirements as follows: (1) one year for the actual complaint and all related documentation. A summary log of complaints is then maintained on a rolling 5 year basis.

**Methods of filing a complaint**

The preferred method is to file your complaint in writing using the ADA Complaint Form, and sending it to:

Title: Transit Director

Disability Rights Coordinator

Wayne County Transit

1896 South Macon Street

Jesup, GA 31545

The ADA Complaint form may also be sent to:

ADA Program Coordinator

FTA Office of Civil Rights

East Building, 5th Floor

TCR, 1200 New Jersey Ave S.E.

Washington, D.C. 20509