

ADA Complaint Process

ADA Complaint Process Regarding SCCOG Transit Services

If there is a complaint about the accessibility of a transit system or service, or a passenger believes he or she has been discriminated against because of a disability, a passenger can file a complaint.

How to file a complaint

Passengers can call us or request a copy of our ADA complaint form by writing or phoning South Central Council of Governments, 300 S. Bonaventure Ave., Trinidad, CO 81082, (719) 845-1127. You can also visit <https://www.colorado.gov/pacific/sccog/mission-vision-about-4>.

Passengers 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.

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.)

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 (719) 845-1127.

How will your complaint be handled?

SCCOG Transit investigates complaints received no more than 180 days after the alleged incident. SCCOG Transit will process complaints that are complete. Once a completed complaint is received, SCCOG Transit will review it to determine if SCCOG Transit has jurisdiction.

SCCOG Transit will generally complete an investigation within 90 days from receipt of a complaint. If more information is needed to resolve the case, SCCOG Transit may contact you. Unless a longer period is specified by SCCOG 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 SCCOG 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, SCCOG 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 SCCOG Transit's determination, you may request reconsideration by submitting a request in writing to SCCOG's Transit Director within seven (7) days after the date of

SCCOG Transit's letter, stating with specificity the basis for the reconsideration. The Transit Director 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 Transit Director 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:

Region 8
Federal Transit Administration
Byron Rogers Building
1961 Stout Street, Suite 13301
Denver, CO 80294