

Chattanooga Area Regional Transportation Authority Complaint Procedure for the Americans with Disabilities Act (ADA)

This Complaint Procedure is established to meet the requirements in accordance with Title II of the ADA. This complaint procedure was developed with guidance from the CARTA Advisory Commission for Accessible Transportation. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of their disability in the provision of services, programs, or activities.

The complaint should be in writing and contain information about the alleged complaint such as name, address, phone number of the complainant, location, date/time, and description of the problem. Reasonable Accommodations or Alternative means of filing complaints such as personal interviews, interpreters, large print, braille, auxiliary aids, tape recording, or any effective communication need for the complaint will be made available upon request.

The complaint should be submitted by the complainant or his/her designee as soon as possible but no later than 30 calendar days after the alleged complaint. Submit to:

Lisa Suttles, ADA Coordinator 1617 Wilcox Blvd. Chattanooga TN, 37406
(ADA@gocarta.org)

After receipt of the complaint, the ADA Coordinator or her designee has 15 days to discuss, investigate, and officially respond to the complainant. The response will explain the position of CARTA and offer options for a cooperative resolution of the complaint.

If the response by the ADA Coordinator or her designee does not satisfactorily resolve the problem, the complainant may appeal the decision within 15 calendar days after receipt of the decision. The appeal should be sent to:

CARTA's Executive Director, Lisa Maragnano at 1617 Wilcox Blvd. Chattanooga, TN, 37406.

CARTA's Executive Director or her designee has 15 calendar days to resolve the complaint when applicable, using an accessible format to the complainant with a final resolution of the complaint.

The ADA does not require CARTA to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial burden.

All written complaints received by **Lisa Suttles (ADA Coordinator)** or her designee, or appeals to **Lisa Maragnano (CARTA's Executive Director)** or her designee and responses will be retained by CARTA for 5 years.

ADA Complaint Form	
Section 1:	Contact Information
Name:	
Address:	
City, State, Zip Code:	
Phone:	
Email Address:	
Accessible Format Requirements: Circle each that applies	
Large Print	TDD/Relay Audio Recording Other
Section 2:	
Date of Occurrence	Time of Occurrence
Name of employee or others involved:	
Location of Complaint or Incident	
Please describe your complaint	
May we contact you for more information? Yes No	

If you wish to appeal the decision or resolution, you must do so within 30 days from the date of the written decision or denial. All appeals should be sent to: Lisa Maragnano, Executive Director, 1617 Wilcox Blvd. Chattanooga, TN. 37406 or email her at lisamaragnano@gocarta.org. All complaints are kept on file for 7 years.