

FARMVILLE AREA BUS

Grievance Procedure Under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs or benefits by Farmville Area Bus.

The Complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant; and location, date and description of the alleged discrimination. Alternative means of filing complaints, such as personal interviews or tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the complainant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Mrs. Julie K. Adams
Transit Manager
Farmville Area Bus
502 Doswell Street
Farmville, VA 23901
TTY/TDD (for the deaf or hard-of-hearing),
1-800-828-1120, or 711

Within 15 calendar days after receipt of the complaint, Mrs. Adams or her designee will meet with the complainant to discuss the complaint and the possible resolution. Within 15 calendar days of the meeting, Mrs. Adams or her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille or audio tape. The response will explain FAB's position and offer options for substantive resolution of the complaint.

If FAB's response does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Town Manager or his/her designee.

Within 15 calendar days after receipt of the appeal, the Town Manager or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Town Manager or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Mrs. Adams, appeals to the Town Manager or his/her designee, and responses from these two offices will be retained by FAB for at least three years.