

**GRTC TRANSIT SYSTEM**  
**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 GRTC Transit System ("GRTC"). GRTC's Personnel Policy governs employment-related complaints of disability discrimination.

The Complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant, as well as the 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:

Angela White  
ADA Coordinator  
GRTC Transit System  
301 East Belt Boulevard  
Richmond, VA 23224

TTY/TDD (for the deaf or hard-of-hearing),  
1-800-828-1120, or 711

Within 15 calendar days after receipt of the complaint, Angela White or his/her designee will meet with the complainant to discuss the complaint and the possible resolution. Within 15 calendar days of the meeting, Angela White or his/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 GRTC's position and offer options for substantive resolution of the complaint.

If GRTC'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 GRTC Transit System or his/her designee.

Within 15 calendar days after receipt of the appeal, the GRTC Transit System or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the GRTC Transit System 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 Angela White or his/her designee, appeals to the GRTC Transit System or his/her designee, and responses from these two offices will be retained by GRTC for at least three years.