

All Points Transit ADA Complaint Procedure

If you have a complaint about the accessibility of our transit system or service, or believe you have been discriminated against because of your disability, you can file a complaint. Please provide all facts and circumstances surrounding your issue or complaint, as well as contact information for any witnesses (if available), so we can fully investigate the incident.

Complaint Procedure

Any person who believes that he or she has been excluded from participation in or denied the benefits of APT's programs, activities or services due to discrimination may file a complaint with APT within 180 days from the date of the alleged discrimination. APT encourages use of its complaint form, which is available by calling 970.249.0128 or online at www.allpointstransit.org. The following steps will be used in this process. Once a complaint is filed, APT will record the complaint and assign an investigator. The following steps will be used in this process.

Step I Customer Grievance Policy (Verbal):

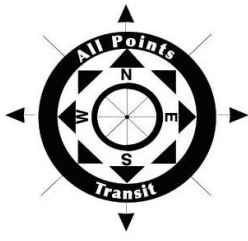
Customers may contact any employee of the program with a complaint. The employee will report the complaint to the Director using the Public Contact Record. The Director will contact the customer by telephone or in person to resolve the problem. All individuals registering a complaint will receive a response.

Step II Formal Grievance Policy (Written):

Any person may file a written complaint, grievance or incident description with the Director, using the complaint form. The Director will review the complaint/grievance and assign an investigator within 7 days of its receipt. The Director will then issue a written response to the claim, outlining any corrective action taken.

Step III Formal Grievance Policy (Formal Hearing):

Customer may file a (written) request for a formal hearing before the Board President of All Points Transit. Any such request shall include the Customers claim (written), the response(s) from Step I and Step II, and a copy of any written decisions made by the program Director. The Board President shall set a formal hearing date for a time not to exceed 21 days from the receipt of the hearing request. The Board President may assemble other panel members to hear the complaint. The panel shall hear evidence from both sides of the issue(s) and make a decision within 7 days of the formal hearing. The panel will issue a written response within 7 days.



P.O. Box 1416
Montrose, CO 81402
Phone (970) 249-0128

How to File a Complaint

To start the complaint process, contact us by phone at 970-249-0128 or download the complaint form online and submit by one of the following:

By mail to All Points Transit, Attn: Sarah Curtis, PO Box 1416, Montrose, CO 81402

By email to scurtis@allpointstransit.org

By fax to 970-249-4473

If you need assistance filing a complaint call All Points Transit's administrative office at 970-249-0128 and ask to speak to a manager.

Other Options for Filing a Complaint:

We encourage you to file a complaint directly with All Points Transit and to seek local resolution first. However, you may file a complaint with the Federal Transit Administration Office of Civil Rights.

*Federal Transit Administration (FTA)
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590*