

## **FILE an ADA Complaint**

Anyone who believes that St. Lawrence County Public Transit discriminated against them and denied transportation due to a disability can file a complaint.

### **Complaints may be submitted to as follows:**

- **By phone:** 315 386-2600
- **By email:** [info@slcpublictransit.org](mailto:info@slcpublictransit.org)
- **By mail via United States Postal Service:**  
ADA Coordinator  
St. Lawrence County Public Transit  
6 Commerce Lane  
Canton, NY 13617

St. Lawrence County Public Transit investigates all ADA complaints received within 90 days of the alleged incident. Complaints may be submitted by phone, email, USPS or in person.

St. Lawrence County Public Transit will review the information and inform the complainant within 10 days that his or her complaint has been received. St. Lawrence County Public Transit will have up to 30 calendar days to investigate the alleged incident, and respond via letter or email. If the complainant is satisfied with the outcome, or, if the complainant does not wish to pursue his or her case, St. Lawrence County Public Transit can administratively close the case.

As soon as the complaint has been reviewed, the investigator will issue one of two letters to the complainant: 1) a closure letter or 2) a letter of finding (LOF). A closure letter provides brief information about the allegation and states that there was no finding of an ADA violation. An LOF provides brief information about the allegations and the interviews regarding the alleged incident. This letter explains what actions were taken. If the complainant wishes to appeal St. Lawrence County Public Transit's finding, he or she will have 10 business days to do so.

### **Complaints can also be filed directly to the Federal Transit Administration at:**

FTA Office of Civil Rights  
ATTN: Complaints  
East Building, 5<sup>th</sup> Floor-TCR  
1200 New Jersey Avenue SE  
Washington DC 20590

**Please include your contact information.**