

Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? Yes_____ No____

If yes, check all that apply:

Federal agency____Federal Court____State Agency____State Court_____

Local Court_____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Address: _____

City:_____State:_____Zip Code: _____

Telephone Number: (____) _____

Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Signature _____ Date _____

Please mail this form to:

The Broome County Department of Public
Transportation 413 Old Mill Road
Vestal, NY 13850
Attn: Lori Rolison, ADA Coordinator

This complaint form must be filed with BC Transit within 90 calendar days from the date of the alleged discriminatory action or practice.

Acknowledgment of Complaint Receipt: Within 10 business days after the receipt of the complaint, the complainant will be contacted by mail, email or phone. Information provided will include:

1. Acknowledgment that their complaint has been received and forwarded for investigation.
2. How to contact BC Transit if the complainant does not receive a response within 10 business days.
3. Investigation of Complaint: The ADA Coordinator will investigate the complaint and respond in writing within 10 business days from receipt of the complaint. The response will set out a process for the resolution of the complaint. If no action is taken, the response will state the reasons for the decision. (BC Transit employee's personnel files are confidential; therefore, specific information on disciplinary actions resulting from complaints will not be divulged). Information provided will include:
 4. A description of the complaint;
 5. A finding of facts;
 6. A description of how the complaint will be resolved;
 7. When the complaint will be resolved; and
 8. An assurance that BC Transit will comply with the specific terms of the resolution of the complaint.
9. If BC Transit is unable to resolve the complaint, you will be notified of this non-resolution within 10 business days.