

## **Northern Indiana Commuter Transportation District ADA Complaint Procedure**

This complaint procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services provided by the Northern Indiana Commuter Transportation District (NICTD). Complaint files will be created for each official ADA complaint received by NICTD. These files will be retained for a period of five years.

This procedure assumes that the vast majority of ADA related issues can be handled through our customer service process. When an official ADA complaint is made it 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 problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 30 calendar days after the alleged violation to:

ADA Compliance Officer  
NICTD  
33 East US Highway 12  
Chesterton, IN 46304  
(219) 926-5744 ext 217 TTY via Indiana Relay Services 1-800-743-3333

Within 5 to 15 calendar days after receipt of the complaint, ADA Compliance Officer or his designee will investigate the complaint and determine whether corrective action should be taken. After the investigation, the ADA Compliance Officer, or his designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print or Braille. The response will explain the position of NICTD and offer options for substantive resolution of the complaint.

If the response by the ADA Compliance Officer or his designee does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Chief Operating Officer or his/her designee. The Chief Operating Officer will review the file and either confirm the District's findings or offer an alternative resolution. Within 15 calendar days after receiving the appeal, the Chief Operating Officer 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.

If the individual still believes the complaint has not been resolved, he/she may request a decision from the:

**U.S. Department of Justice**  
950 Pennsylvania Avenue, NW  
Civil Rights Division Disability Rights Section – 1425 NYAV  
Washington, DC 20530-0001  
ADA Information Line: 800-514-0301 (voice) or 800-514-0383 (TTY).

**Note:** At any time during the complaint procedure, the complainant may refer the complaint to the U.S. Department of Justice at the address above.

This information is available in alternative format upon request.