

ADA Complaint Procedure

City of Ashland Ashland Public Transit Ashland, Ohio

Any person who believes she or he has been discriminated against on the basis of disability by The City of Ashland (hereinafter referred to as “the City”) may file an ADA complaint by completing and submitting the agency’s ADA Complaint Form. The City investigates complaints received no more than 180 days after the alleged incident. The City will process complaints that are complete.

Once the complaint is received, the City will review it to determine if our office has jurisdiction and immediately notify the ODOT representative for the City. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

The City has 90 days to investigate the complaint. If more information is needed to resolve the case, The City will contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the information requested with 15 business days, the City can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue the case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not an ADA violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 15 days after the date of the letter or the LOF to do so.

For transportation-related ADA matters, a person may also file a complaint directly with the Ohio Department of Transportation, Attention: ADA Coordinator, 1980 West Board Street, Columbus, OH 43223, or with the Federal Transit Administration, ADA Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.