



Complaint Procedure under The Americans with Disabilities Act

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 transit services.

The complaint 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 their designee as soon as possible but no later than 60 calendar days after the alleged violation to:

GoTriangle
Office of Equal Opportunity and Compliance
4600 Emperor Blvd.
Durham, NC 27703
Email: titlevi@gotriangle.org
Phone: 919-485-7433

Within 15 calendar days after receipt of the complaint, the the Director of Equal Opportunity and Compliance or their designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Director of Equal Opportunity and Compliance or their designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of GoTriangle and offer options for substantive resolution of the complaint.

If the response does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the Director of Equal Opportunity and Compliance or their designee.

Within 15 calendar days after receipt of the appeal, the Director of Equal Opportunity and Compliance or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Director of Equal Opportunity and Compliance or their designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All ADA-related complaints will be retained for at least one year, and a summary of all ADA-related complaints will be retained for at least five years.