



## **Grievance Procedure for Patrons under the Americans with Disabilities Act**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination based on disability in the provision of services, activities, programs or benefits by the Williamsburg Area Transit Authority (WATA). The established employment policies and procedures followed by WATA will continue to govern personnel issues involving employees of WATA that pertain to disability discrimination.

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 alleged discrimination. Alternative means of filing complaints, such as personal interviews or tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the complainant and/or his/her designee as soon as possible but no later than 180 calendar days after the alleged violation to:

Director of Operations – Designated ADA Coordinator for Williamsburg Area Transit Authority (WATA)  
7239 Pocahontas Trail Williamsburg, VA 23185

Email: [info@gowata.org](mailto:info@gowata.org)

TTY/TDD (for the deaf or hard of hearing), 1-800-828-1120, or 711

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

If WATA's response does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 30 calendar days after receipt of the response to the Executive Director or his/her designee.

Within 15 calendar days after receipt of the appeal, the Executive Director or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Designated ADA Coordinator 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.

All written complaints received by , the Director of Operations or his/her designee, appeals to the Executive Director or his/her designee, and responses from these two offices will be retained by WATA for at least three years.

The Complaints Resolution Officer is the Executive Director.