

## **Choices for People**

### **ADA Policy Statement**

Choices for People is committed to ensuring that its transportation services are accessible to all persons and strictly prohibits discrimination based on disability. If you have a complaint about the accessibility of our services or believe you have been discriminated against because of your disability, you can file a complaint.

### **ADA Complaint Procedures**

If you have a complaint about the accessibility of our services or believe you have been discriminated against because of your disability, you can file a complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident.

#### **How do you file a complaint?**

You can call us, download and use our ADA complaint form at [www.choicesforpeople.org](http://www.choicesforpeople.org), or request a copy of the form by writing to Choices for People at 1840 Highway 72 East; Rolla, MO 65401 or phoning Choices for People at 573-364-7444.

You may file a signed, dated, and written complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number. (See Question 1 of the complaint form.)
- How, why, and when you believe you were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information. (See Questions 6, 7, 8, 9, 10, and 11 of the complaint form.)
- The names of any persons, if known, whom the director could contact for clarity of your allegations. (See Question 11 of the complaint form.)

Please submit your complaint form to address listed below:

Choices for People  
Attn: Chief Executive Officer  
1840 Highway 72 East  
Rolla, MO 65401

#### **Do you need complaint assistance?**

If you are unable to complete a written complaint due to a disability or if information is needed in another format, such as braille or large print, we can assist you. Please contact us at 573-364-7444 or [help@choicesforpeople.org](mailto:help@choicesforpeople.org)

#### **How will your complaint be handled?**

Choices for People investigates complaints received no more than 180 days after the alleged incident. Choices for People will process complaints that are complete. Once a completed complaint is received, Choices for People will review it to determine if Choices for People has jurisdiction.

Choices for People will generally complete an investigation within 90 days from receipt of a complaint. If more information is needed to resolve the case, Choices for People may contact you. Unless a longer period is specified by Choices for People, you will have ten (10) days from the date of the request to send the requested information. If the requested information is not received, Choices for People may administratively close the case. A case may also be administratively closed if you no longer wish to pursue it.

After an investigation is complete, Choices for People will send you a letter summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If you disagree with Choices for People's determination, you may request reconsideration by submitting a request in writing to Choices for People CEO within seven (7) days after the date of Choices for People letter, stating with specificity the basis for the reconsideration. The CEO will notify you of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, the CEO will issue a determination letter to the complainant upon completion of the reconsideration review.

#### **Do I have other options for filing a complaint?**

We encourage that you file the complaint with us. However, you may file a complaint with the Missouri Department of Transportation or the Federal Transit Administration.

Missouri Department of Transportation  
External Civil Rights Division  
Title VI Coordinator  
1617 Missouri Blvd.  
P. O. Box 270  
Jefferson City, MO 65102-0270  
[www.modot.org](http://www.modot.org)

Federal Transit Administration  
Office of Civil Rights  
1200 New Jersey Avenue SE  
Washington, DC 20590