



ADA Complaint Procedures

AUTONOMOUS MUNICIPAL GOVERNMENT OF CAROLINA
José Carlos Aponte Dalmau, Mayor



Federal Transit Administration
U.S. Department Of Transportation

ADA COMPLAINT PROCEDURES

Any person, who believes has been discriminated against the basis of disability by any provider of the Municipality of Carolina's (AMGC) Intermodal Transportation System (SITRAC), may fill and submit an ADA Complaint by completing and submitting a *Discrimination Complaint Form* in the Equal Employment Opportunity Office (EEO-O) of the AMGC Human Resources Department. The process to fill, submit, accept, and investigate ADA complaints, is the following:

HOW TO FILE AN ADA COMPLAINT?

The ADA Complaint procedure consists of the following steps:

1. Request the *Discrimination Complaint Form* in the EEO-O of the AMGC, located on the 3rd floor of the City Hall. Also, the *Discrimination Complaint Form* is available to download on the Municipality's website <https://www.municipiocarolina.com/>.
2. Fill the *Discrimination Complaint Form*, and include the following information:
 - a. Name, address, and contact(s) information (*phone number, email address, etc.*)
 - b. How, When, Where, and Why you believe you have been discriminated
 - c. Location, route, names, and contact information of any witnesses
3. Submit the *Discrimination Complaint Form* in the EEO-O of the AMGC, by email at **ltavarez@carolina.pr.gov** or mail it to the following address:

**MUNICIPALITY OF CAROLINA
EQUAL EMPLOYMENT OPPORTUNITY OFFICE
PO Box 8
Carolina, PR 00986-0008**

The EEO-O will process and investigate complaints that are complete and received no more than 180 days after the alleged incident. If the complainant requires some assistance for filling out the *Discrimination Complaint Form*, the EEO-O will provide trained personnel to complete the form. The complainant can also call at 787.757.2626, Extensions 8243/8327. The EEO-O service hours are from Monday through Friday from 8:00 AM to 4:00 PM.

ADA COMPLAINT PROCESSING METHOD

All complaints of alleged discrimination based on disability that occurred in the SITRAC's services will be recorded in the database program of the EEO-O and given a number. Once the complaint is received, the EEO-O will review it to determine its jurisdiction. The complainant will receive an acknowledgment letter informing whether the complaint will be investigated by the EEO-O.

The EEO-O has 180 days to investigate the complaint. The Officer will assess the complaint and provide the appropriate guidance to the person(s) that submitted the complaint. In cases where additional information is requested for the assessment or investigation, the Officer will report in person or in writing (depending on the case), to the complainant the information needed. The complainant has 15 business days from the date of the letter to send the requested information to the Officer. If the Officer is not contacted by the complainant or does not receive the additional information within the 15 business days, the EEO-O can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the Officer reviews the complaint, it will issue one of two letters to the complainant: a closure letter or a letter of finding. A closure letter summarizes the allegations and states that there was not an ADA violation and that the case will be closed. A letter of finding 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, has 45 days after the date of the letter of finding to do so.

A person may also file a complaint directly with:

**FEDERAL TRANSIT ADMINISTRATION
FTA OFFICE OF CIVIL RIGHTS
1200 New Jersey Avenue SE
Washington, DC 20590**

The AMGC states that any person that files a complaint cannot be intimidated, threatened, and coerced. The AMGC will not encourage in any way such discriminatory behaviors.

ADA COMPLAINT RECORD RETENTION

The Equal Employment Opportunity Office, will be responsible for tracking all complaints that allege disability discrimination. The EEO-O will maintain a summary log of all ADA complaints. In addition, all complaint documents and materials gathered during the investigation will be maintained for no less than five (5) years.