



Safe, Reliable, and Accessible Public Transportation
2380 Bellbrook Avenue, Xenia, OH 45385
Phone: (937) 708-8322 E-mail: info@greenecats.org

Americans with Disabilities Act (ADA) Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of a disability by the Greene County Transit Board (GCTB) may file an ADA complaint by completing and submitting the agency's Discrimination Complaint Form. The GCTB investigates complaints received no more than 180 days after the alleged incident. GCTB will process all fully completed and signed complaint forms.

Once the complaint form is received, the GCTB will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter within 30 days informing her/him whether the complaint will be investigated by our office. The GCTB will provide a complainant a status letter every 30 days until the closure letter is issued. The GCTB has 45 days to investigate the complaint. If more information is needed to resolve the case, the GCTB may contact the complainant. The complainant has 30 days from the date of the contact 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 additional information within 30 days, the GCTB will decide the case with the information already received in the complaint. A case can be closed if the complainant withdraws their 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. A 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 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.