

Southeast Tennessee Human Resource Agency Rural Transportation
Complaint Procedure for the Americans
With Disabilities Act (ADA)

This complaint procedure was established to meet the requirements in accordance with Title II of the ADA. It can be used by anyone who wishes to file a complaint alleging discrimination based on their disability in the provision of services, programs, or activities.

The complaint should be in writing and contain information about the alleged complaint such as name, address, phone number of the complainant, location, date/time, and description of the incident. Reasonable accommodation's or alternative means of filing complaints such as personal interviews, interpreters, large print or other effective ways for communication of the complaint will be made available upon request.

The complaint should be submitted by the complainant or his/her designee as soon as possible but no later than 30 calendar days after the alleged complaint.

Submit to:

Kathleen Moore
Rural Transportation ADA Coordinator
312 Resource Rd.
P.O. Box 909
Dunlap, TN 37327

SETHRA Rural Transportation's ADA Coordinator or designee has 15 business days to resolve the complaint when applicable, using an accessible format to the complainant with a final resolution.

The ADA does not require SETHRA Rural Transportation to take any action that would alter the nature of its programs or services, or impose an undue financial burden.

All written complaints received by Kathleen Moore or designee, or any appeals to Chris Kleehammer (Asst Executive Director, SETHRA) or his designee and responses will be retained by SETHRA for five years.