



Procedure to File a Complaint Under the Americans with Disabilities Act (ADA)

If you believe you, or another person has been discriminated against under Title II and III of the American Disability Act of 1990 by STARS or one of our employees, you can file a complaint by mail or fax to:

STARS

Attn: ADA Coordinator

615 Johnson Street, Saginaw, MI 48607

Fax: 989-753-8255

Take the first step: Before filing your complaint, you may contact the STARS ADA Coordinator to discuss your concerns. The ADA Coordinator can look into the issue and try to come up with an acceptable resolution to the situation. If you would like additional information you may contact STARS ADA Coordinator.

You can file a complaint against STARS using the following procedures:

1. File a written complaint with STARS ADA Coordinator as soon as possible, but no later than 60 calendar days after the alleged violation.

- The written complaint should be submitted by the grievant and/or designee.
- Alternative means of filing complaints – such as a personal interview or a tape recording – will be made available on request by people with disabilities.
- The written complaint should contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem.
- Within 15 calendar days after receiving the complaint, a STARS official will meet with the complainant to discuss the complaint and possible resolutions.
- Within 15 calendar days of the meeting, STARS ADA Coordinator will respond in writing or by other appropriate accessible format. The response will explain the position of STARS and offer options for substantive resolution of the complaint.
- If the response by STARS ADA Coordinator does not resolve the issue, the complainant and/or designee may appeal the decision within 15 calendar days after receiving the response to the Federal Transit Administration Office for Civil Rights.
- All written documents in the process will be retained by STARS for at least 1 year.

Alternative formats and language translations for this document are available on request