



## Americans with Disabilities Act (ADA) Complaint Policy & Procedures

Saginaw Transit Authority Regional Services (STARS) Call Center receives ADA complaints from customers or their representatives regarding fixed-route, and ADA complementary paratransit operations, policies, and procedures. The following policy outlines the process for recording, investigating, responding to, and maintaining ADA complaints.

### Objectives

The objectives of the complaint procedures are to:

- Provide an opportunity for customers to report any policies, procedures, or actions by STARS they believe violate the ADA regulations.
- Document and investigate the allegations in a timely and thorough manner.
- Timely respond to customers and provide the outcome of the investigation.

### Civil Rights Officer

STARS's Civil Rights Officer investigates ADA complaints. The Civil Rights Officer is:

JoAnn Johnson-West  
615 Johnson St.  
Saginaw, MI 48607  
(989) 907-4000  
[Customerservice@saginaw.com](mailto:Customerservice@saginaw.com)

### Complaint Receipt

1. Customer Service Representatives receive the complaint from customers or their representatives via the telephone (989-907-4000), e-mail ([customerservice@saginaw.com](mailto:customerservice@saginaw.com)), mail (address shown above), on the Saginaw Transit Authority Regional Services website ([www.Saginaw-stars](http://www.Saginaw-stars)), or in person at:

615 Johnson St.  
Saginaw, MI 48607

2. Complaints are taken up to 180 days past the date of the incident. Beyond that time period, complaints will be classified as comments.
3. The Customer Service Representative immediately upon receipt of the complaint inputs the complaint into a Call Log. In order for a complaint to be investigated, customers or their representatives must provide an address, telephone number, or email address. Those complaints without contact information will be classified as comments.
4. Operators Supervisor reviews the complaints for completeness and accuracy and calls the customer if additional details are needed for the investigation. Service Coordinators have three (3) calendar days to complete the initial review.

### **Complaint Investigation and Customer Follow-up**

1. Any complaint that alleges discrimination on the basis of disability will be designated as an ADA complaint. The Civil Rights Officer will be responsible for investigating the complaint and following up with the customer.
2. The Civil Rights Officer will be responsible for contacting the appropriate manager to get information needed in order to complete the investigation of the complaint including, but not limited to, any video or audio recordings of the incident.
3. Once the investigation has been completed, the Civil Rights Officer will make a decision regarding the validity of the complaint and what, if any, remedial actions will be taken to address the complainant's concerns.
4. The Civil Rights Officer will notify the complainant in writing of STARS's decision regarding the complaint typically within seven (7) calendar days after the investigation has been completed.
5. If complainants disagree with the determination by the Civil Rights Officer, they can appeal the decision in writing within thirty (30) days from the date of the determination letter. The appeal letter should state the reason(s) the complainant believes the decision was in error. The appeal letter should be mailed to:

General Manager  
615 Johnson St.  
Saginaw, MI 48607

## **Complaint Tracking and Record Retention**

The Civil Rights Officer will be responsible for tracking all ADA complaints for the purpose of establishing trends in allegations of discrimination.

The Civil Rights Officer will maintain a summary log of all ADA complaints. In addition, all complaint documents and materials gathered during the investigation are maintained for no less than five (5) years.