

Dunklin County Transit Service, Inc.
ADA Complaint Procedures

If you have a complaint about the accessibility of our transit system or service, or believe you have been discriminated against because of your disability, you can file a complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident.

How do you file a complaint?

You can call us, download and use our ADA complaint form at www.dctsmalden.com, or request a copy of the form by writing or phoning Dunklin County Transit Service, Inc., 610 N. Douglass Street, Malden, MO 63863, Phone: 573-276-5806 or 800-696-5806.

You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address, and telephone number. (See Question 1 of the complaint form)
- How, why and when you believe you were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information. (See Question 6, 7, 8, 9, 10, and 11 of the complaint form).
- The names of any persons, if known, whom the director could contact for clarity of your allegations. (See Question 11 of the complaint form.)

Please submit your complaint form to address listed below:

Katrina Hodges, Executive Director
Dunklin County Transit Service, Inc.
610 N. Douglass Street
Malden, MO 63863

Do you need assistance?

If you are unable to complete a written complaint due to a disability or if information is needed in another language we can assist you. Please contact us at 573-276-5806, 800-696-5806 or k.hodges@dctsmalden.com.

How will your complaint be handled?

Dunklin County Transit Service, Inc. investigates complaints received no more than 180 days after the alleged incident. Dunklin County Transit Service, Inc. will process complaints that are complete. Once a completed complaint is received, Dunklin County Transit Service, Inc. will review it to determine if Dunklin County Transit Service, Inc. has jurisdiction.

Dunklin County Transit Service, Inc. will generally complete an investigation within 90 days from receipt of a complaint. If more information is needed to resolve the case, Dunklin County Transit Service, Inc. may contact you. Unless a longer period is specified by Dunklin County Transit Service, Inc., you will have ten (10) days from the date of the request to send the requested information. If the requested information is not received, Dunklin County Transit Service, Inc. may administratively close the case. A case may also be administratively closed if you no longer wish to pursue it.

After an investigation is complete, Dunklin County Transit Service, Inc. will send you a letter summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If you disagree with Dunklin County Transit Service, Inc.'s determination, you may request reconsideration by submitting a request in writing to Dunklin County Transit Service, Inc.'s Executive Director within 7 days after the date of Dunklin County Transit Service, Inc.'s letter, stating with specificity the basics for the reconsideration. The Executive Director will notify you of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, the Executive Director will issue a determination letter to the complainant upon completion of the reconsideration review.

Do I have other options for filing a complaint?

We encourage that you file the complaint with us. However, you may file a complaint with the Missouri Department of Transportation or the Federal Transit Administration.

Missouri Department of Transportation
External Civil Rights Division
Title VI Coordinator
1617 Missouri Blvd PO Box 270
Jefferson City, MO 65102-0270

Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590

This complaint procedure was approved and adopted by the Dunklin County Transit Advisory Board at our meeting held on Tuesday, April 26th, 2016.