

**Cleveland Urban Area Transit System operated by the Southeast
Tennessee Human Resource Agency
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:

Mary Lynn Brown, Director of Cleveland Urban Area Transit System, 165 Edwards St. P.O. Box 86, Cleveland Tn. 37364.

Cleveland Urban Area Transit System's Director or her 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 Cleveland Urban Area Transit System 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 Mary Lynn Brown (Director) or her designee, or any appeals to Chris Kleehammer (Asst Executive Director, SETHRA) or his designee and responses will be retained by SETHRA for five years.