



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

If you believe you, or another person has been discriminated against under the American Disability Act by The M or one of our employees, you can file a complaint by mail, fax, or email at:

The M  
MAP Supervisor  
2318 W. Fairview Avenue  
Montgomery, AL 36108  
Phone: (334) 625-4691  
Fax: (334) 262-7366  
E-mail: [ccalhoun@montgomerytransit.com](mailto:ccalhoun@montgomerytransit.com)

**Take the first step:** Before filing your complaint, you may contact the ADA Supervisor to discuss your concerns. The MAP Supervisor 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 MAP Supervisor.

### **You can file a complaint against using the following procedures:**

1. File a written complaint with the MAP Supervisor as soon as possible, but no later than 60 calendar days after the alleged violation.
2. The written complaint should be submitted by the grievant and/or designee.
3. Alternative means of filing complaints – such as a personal interview or a tape recording – will be made available on request by people with disabilities.
4. 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.
5. Within 15 calendar days, the MAP Supervisor will respond in writing or by other appropriate accessible format. The response will explain the position of The M and offer options for substantive resolution of the complaint.
6. If the response by the MAP Supervisor does not resolve the issue, the complainant and/or designee may appeal the decision within 15 calendar days after receiving the response to:

The M General Manager  
2318 W. Fairview Ave.,  
Montgomery, AL 36108  
[stensley@montgomerytransit.com](mailto:stensley@montgomerytransit.com)

or  
The City of Montgomery, Planning Director  
25 Washington Ave., 3<sup>rd</sup> Floor  
[ctlewis@montgomeryal.gov](mailto:ctlewis@montgomeryal.gov)  
Montgomery, AL 36104

7. All written documents in the process will be retained by the The M for at least 1 year

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