



Pee Dee Regional Transportation Authority

Grievance Procedure under the Americans with Disabilities Act ADA Policy

The Americans with Disabilities Act (ADA), Title II, states in part that “no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in programs, services or activities sponsored by a public entity.” Pee Dee Regional Transportation Authority (PDRTA) is committed to complying with the requirements of Title II of the ADA in all of its programs, services, benefits, and activities.

Grievance Procedure

A complaint may be made using the PDF ADA Grievance Form available online at www.pdrta.org or in writing and should include the following:

- Complainant’s name, phone number, and address
- Details regarding the alleged discrimination including location, date, and description of the issue.

If the complainant can’t access the PDF form on the website, paper forms can be picked up in person at 313 S. Stadium Rd., Florence, South Carolina, 29506 during normal business hours.

Alternative means of filing complaints such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request email for written submission, or by phone call to the designated representative listed below.

The complaint should be submitted by the complainant and/or their designee as soon as possible but no later than sixty (60) calendar days after the alleged violation to:

Safety and Training Director
Cindy Crowley

313 S. Stadium Rd
Florence, SC 29506
ccrowley@pdrta.org
843-519-0994

Any PDRTA employee who receives an inquiry or complaint of this type shall direct the complainant to report the concern directly to the Director of Safety and Training through the contact methods listed above.

After receiving the grievance, the Director of Safety and Training or their designee will investigate. The investigation may include, but may not be limited to, interviews with: (1) the person filing the grievance; (2) the person, if any, who allegedly discriminated against the complainant or (3) any other person the investigator believes to have relevant knowledge concerning the grievance. The investigator may also consider any video footage, photos, or written evidence related to the grievance provided to him/her.

Within fifteen (14) calendar days after receipt of the complaint, the Director of Safety and Training or their designee will issue a confirmation in writing, or where appropriate, in a format accessible to the



complainant, such as large print, Braille, or audio tape that the grievance has been received and is being investigated.

Absent extenuating circumstances, all grievances will be investigated, and a response issued to the complainant within sixty (60) days of receipt of the grievance. If a delay is expected, the Director of Safety and Training or their designee will notify the grievant in writing of the reason(s) for the delay and the date by which a response will be issued.

The response will summarize the investigation findings and communicate any proposed resolutions, if needed. If the response by the Director of Safety and Training or their designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within seven (7) calendar days after receipt of the response to the PDRTA Executive Director or their designee. An appeal should detail the reasons the complainant believes the findings to be in error.

The PDRTA Executive Director or their designee may meet with the complainant to discuss the complaint and possible resolutions. Within twenty (21) calendar days after receipt of the appeal, the PDRTA Executive Director or their designee will provide a final resolution response to the appeal in writing or a format accessible to the complainant.

In compliance with 49 CRF 27.121(b), all ADA complaints shall be kept on file for a minimum of one (1) year and a record of such complaints, which may be in summary form, shall be kept for five (5) years.

Using this grievance procedure is not a pre-requisite to pursuing any other remedy and does not waive the complainant's rights to file an appeal to the Federal Transit Administration or seek private legal representation.