



## ADA COMPLAINT PROCEDURE

If you have a complaint about the accessibility of our services, 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?

1. A Complaint Form is available on our website at [www.impactmissouri.org](http://www.impactmissouri.org). You can also make a complaint by visiting the organization's Administrative Offices at 2200 Burlington Columbia, MO 65202, or by calling 573-474-9446 to request a form by fax, email, or mail.
2. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
3. The form must be signed and dated, and include your contact information.

Please submit your complaint form to address listed below:

Impact Support Services  
Attn: Director of Human Resources  
2200 Burlington Street  
Columbia, MO 65202

### Do you need complaint 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 573-474-9446 and ask for the Director of Human Resources.

### How will your complaint be handled?

**COMPLAINT ACCEPTANCE:** The organization will process complaints that are complete and filed within 180 days of the alleged concern. Once a completed ADA Complaint Form is received, the organization's Director of Human Resources will review it to determine if the organization has jurisdiction. The complainant will receive an acknowledgment letter informing them whether or not the complaint will be investigated by the organization.

**INVESTIGATIONS:** The organization's goal is to complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, the organization may contact the complainant. Unless a longer period is specified by the organization, the complainant will have ten (10) days from the date of the letter to send requested information to the organization's investigator assigned to the case.



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If the requested information is not received within that timeframe the case will be closed. A case can be administratively closed if the complainant no longer wishes to pursue the case.

LETTERS OF CLOSURE OR FINDING: After the ADA investigator reviews the complaint, the investigator will issue one of two letters to the complainant: a closure letter or letter of finding (LOF).

- A closure letter summarizes the allegations and states that there was not an ADA violation and that the case will be closed.

- A Letter of Finding (LOF) summarizes the allegations and provides an explanation of the corrective action taken.

If the complainant disagrees with the organization's determination, the complainant may appeal by submitting the request in writing to the ADA investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the appeal. The organization will notify the complainant of the decision either to accept or reject the appeal within ten (10) days.

In cases where the appeal is granted, the organization will issue a determination letter to the complainant upon completion of the appeal process.

In addition to the complaint process at the organization, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, Region 7, 901 Locust St., Suite 404, Kansas City, MO 64106 or telephone 816-329-3920.