



# ADA Complaint Procedures

Rev. 08/2019

## Missouri Department of Transportation External Civil Rights Division

The Missouri Department of Transportation (MoDOT) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services, on the basis of ability as provided by the Americans with Disabilities Act (ADA) of 1990. ADA complaints must be filed within 180 days from the date of the alleged discrimination.

In the event an individual believes the Department has failed to comply with Title II of the ADA and/or Section 504 of the Rehabilitation Acts of 1973 by not providing equal access to, participation in, or denied the benefits of, a Department service, program, or activity, that individual, or group of individuals, may file a complaint with the Department.

### Who May File

Any person who believes that MoDOT, a MoDOT sub-recipient, a MoDOT consultant or a MoDOT contractor has engaged in discrimination against that person, or a specific class of persons, based on disability, may file a complaint.

The process for filing an ADA complaint is as follows:

1. Complete the complaint form and submit it to the ADA Coordinator at the address below.

A written complaint may be filed using the Department's ADA Complaint form. The complaint form is located on the MoDOT website at [www.modot.org](http://www.modot.org) under the programs tab → External Civil Rights → ADA.

Additionally, a copy of the form may be obtained by writing to the Department at:

Missouri Department of Transportation  
External Civil Rights  
P.O. Box 270  
Jefferson City, MO 65102  
Attn: ADA Coordinator

An oral complaint may be filed by contacting the Department's ADA Coordinator directly at (573)751-2806. If a reasonable accommodation is needed to communicate your complaint, such as an interpreter or alternative format, please indicate such on the complaint form and assistance will be provided. Speech or hearing impairment assistance is available by dialing Missouri Relay at (800)735-2966 or 711 (Toll Free – TTY).



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The written or oral complaint must be filed within **180 days** after the alleged discriminatory action about which you are complaining. Send the complaint to:

Missouri Department of Transportation  
External Civil Rights  
P.O. Box 270  
Jefferson City, MO 65102  
Attn: ADA Coordinator

2. Meet with the ADA coordinator to discuss your complaint

The ADA Coordinator will meet with the Complainant within **10 business days** of the Department receiving the complaint or arrange a telephone meeting to discuss the complaint.

3. The ADA Coordinator will synthesize the information from the meeting and the ADA complaint form into a report and will forward the completed report to the complainant for review and concurrence of the facts of the complaint. If the complainant agrees the document accurately portrays the complaint, they will sign and date the document. The form will also be signed and dated by the ADA Coordinator. If the complainant does not agree with the report, then it will be revised until it satisfies the complainant. If the complainant refuses to sign the report, then a note will be made to indicate so on the report.

4. The Complaint is Investigated

Within **60 days** of the signed report, the ADA Coordinator will investigate the complaint. Following the investigation, the ADA Coordinator will contact the complainant to discuss the findings, explain how the complaint will be resolved and the timeframe for resolution of the complaint. The ADA Coordinator will provide the findings in a signed and dated written decision format to the complainant. The decision of the ADA Coordinator will be the final decision of the Department and will include a finding of "Cause" or "No Cause" to believe any discrimination has occurred, as well as any action MoDOT will take to resolve the complaint.

5. If the Complaint is Not Resolved

If the complainant disagrees with the Department's decision regarding the original complaint, the complainant may file a complaint to the appropriate federal agency: Federal Highway Administration (FHWA), Federal Transit Administration (FTA), or Federal Aviation Administration (FAA). Links for filing a complaint with each of these entities is outlined below:

FHWA: <https://www.fhwa.dot.gov/civilrights/file/ada.cfm>

FTA: <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>



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FAA: [https://www.faa.gov/about/office\\_org/headquarters\\_offices/acr/com\\_civ\\_support/diversity\\_compliance/](https://www.faa.gov/about/office_org/headquarters_offices/acr/com_civ_support/diversity_compliance/)

## 6. Other Filing Options

Filing a complaint using MoDOT's ADA complaint process, as described above, in no way precludes an individual or group of individuals from filing a formal complaint with the Missouri Commission on Human Rights, the Missouri Attorney General's Office, Civil Rights Division of the FHWA, FTA, or FAA, the U.S. Department of Transportation, or the United States Department of Justice. The complainant is *not* required to complete the MoDOT Complaint Process before filing with any other agency.

## 7. Record Maintenance

The Department's ADA Coordinator will maintain ADA complaint and related documents for *20 years* from the date of final response.

### Complaint Procedure Timetable

Complaint must be filed within	180 days
ADA Coordinator meets with the Complainant within	10 business days
Complaint investigated within	60 days
Final Determination made within	30 days
Record of complaint maintained for	20 years