

STAR Transit ADA Grievance Procedure

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs or benefits by STAR Transit.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant, location, date and description of the alleged discrimination. Alternative means of filing complaints such as personal interviews or tape recording of the complaint will be made available for persons with disabilities upon request.

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

STAR Transit Manager
William "Bill" Moore
Star Transit Manager
PO Box 126
Tasley, VA 23441
Email: bill@mystartransit.org
Phone: 757-787-8322

or

Phil Thompson
Director of Operations
Virginia Regional Transit
P.O. Box 2665
Hillsboro, Va. 20134
Email: phil@vatransit.org
Phone: 540- 338-1610

Within 15 calendar days after receipt of the complaint STAR Transit's representative noted herein or assigned designee will meet with the complainant to discuss the complaint and the possible resolution. Within 15 calendar days STAR Transit's designee will respond in writing, and where appropriate, in a format accessible to the complainant such as large print, braille or audio recording. The response will explain STAR Transit's position and offer options for substantive resolution of the complaint.

If STAR Transit's response does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the Virginia Department of Rail and Public Transportation.

All written complaints received by STAR Transit's designee, appeals to the Department of Rail and Public Transportation or their designee, and responses from these offices will be retained by STAR Transit for at least three years.