

## MTS's ADA Complaint Form

Complaints must be filed within 180 days of the alleged incident. If you need assistance completing this form or require it in a different format, please contact Monroe Transit at (318) 329-2686. Complaints may also be filed directly with the Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

<b>Section I:</b>		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
<b>Section II:</b>		
Are you filing this complaint on your own behalf?	Yes*	No
*If you answered "yes" to this question, go to Section III.		
If not, please supply the name and relationship of the person for whom you are complaining:		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	Yes	No
<b>Section III:</b>		
This form is used to file a complaint alleging discrimination on the basis of disability or violations of the Americans with Disabilities Act (ADA) in Monroe Transit services, programs, or activities. Describe how your rights were violated.		
Date of Alleged Discrimination _____ Location of Incident: _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons involved, including the name and contact information of the person(s) who discriminated against you (if known), as well as the names and contact details of any witnesses. If more space is needed, please use the back of this form.		

Type of Complaint

- Paratransit Eligibility
- Service Accessibility
- Reasonable Modification
- Vehicle Accessibility
- Other

You may attach any written materials or other information you believe is relevant to your complaint. You can send the form to 700 Washington Street, Monroe, LA 71201, or email it to [Carolyn.Washington@ci.monroe.la.us](mailto:Carolyn.Washington@ci.monroe.la.us). Attn: Assistant General Manager.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date