

WAYNE X-PRESS ADA Complaint Procedures

If you have a complaint about the accessibility of our transit system or service, 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?

You can call us, download and use our ADA complaint form at www.waynexpress.com, or request a copy of the form by writing or phoning WAYNE X-PRESS, 3609 Hughes Street, Huntington, WV 25704, phone (304) 429-0070.

You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number. (See Question 1 of the complaint form.)
- How, why, and when you believe you were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information. (See Questions 6, 7, 8, 9, 10, and 11 of the complaint form.)
- The names of any persons, if known, whom the director could contact for clarity of your allegations. (See Question 11 of the complaint form.)

Please submit your complaint form to address listed below:

Warren Spry, General Manager
WAYNE X-PRESS
3609 Hughes Street
Huntington, WV 25704

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 (304) 429-0070 or WSpry@wccso.org.

How will your complaint be handled?

WAYNE X-PRESS investigates complaints received no more than 180 days after the alleged incident. WAYNE X-PRESS will process complaints that are complete. Once a completed complaint is received, WAYNE X-PRESS will review it to determine if WAYNE X-PRESS has jurisdiction.

WAYNE X-PRESS will generally complete an investigation within 90 days from receipt of a complaint. If more information is needed to resolve the case, WAYNE X-PRESS may contact you. Unless a longer period is specified by WAYNE X-PRESS, you will have ten (10) days from

the date of the request to send the requested information. If the requested information is not received, WAYNE X-PRESS may administratively close the case. A case may also be administratively closed if you no longer wish to pursue it.

After an investigation is complete, WAYNE X-PRESS will send you a letter summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If you disagree with WAYNE X-PRESS determination, you may request reconsideration by submitting a request in writing to WAYNE X-PRESS director (or the appropriate title) within seven (7) days after the date of WAYNE X-PRESS letter, stating with specificity the basis for the reconsideration. The director (or the appropriate title) will notify you of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, the director (or the appropriate title) will issue a determination letter to the complainant upon completion of the reconsideration review.

Do I have other options for filing a complaint?

We encourage that you file the complaint with us. However, you may file a complaint with the West Virginia Division of Public Transit or the Federal Transit Administration.

West Virginia Division of Public Transit
Building 5, Room 650
1900 Kanawha Boulevard, East
Charleston, WV 25305
(304) 558-0428
DOTPublicTransit@wv.gov

Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590