**How to File an ADA Complaint and Complaint Procedures**

South East Texas Transit will process and investigate complaints from individuals alleging discrimination in SETT's programs, services or activities, under the Americans with Disabilities Act of 1990 (ADA). Disability complaints alleging discrimination in programs, services or activities may be filed pursuant to the following procedures.

**HOW TO FILE A COMPLAINT**

Any person who believes that he or she has been discriminated against on the basis of disability by SETT may file an ADA complaint, directly or through an authorized representative, by completing and submitting SETT's ADA Complaint Form. SETT will investigate complaints received no more than 180 days after the alleged incident.

The complaint should be filed with:  
  
South East Texas Regional Planning Commission  
Attention: D’Juana Fowler  
2210 Eastex Freeway  
Beaumont, Texas 77703-4929  
  
Email address: [dfowler@setrpc.org](mailto:dfowler@setrpc.org)

Telephone: 409-899-8444 ext 6601

**COMPLAINT ACCEPTANCE**

Once the complaint is received, SETT will review it to determine whether it has jurisdiction. The complainant will receive an acknowledgement letter within ten (10) days of our receipt of the complaint informing him/her whether the complaint will be investigated by our office.

**INVESTIGATIONS**

SETT will promptly investigate all complaints of alleged discrimination on the basis of disability in its services and programs. SETT will process and investigate alleged complaints within 60 days of receiving a complete complaint. SETT may contact the Complainant if more information is needed to resolve the complaint. The Complainant will have ten (10) business days from the date of contact to send requested information to SETT. SETT may choose to close the complaint if the requested information is not received within ten (10) business days. A complaint can also be administratively closed if the Complainant no longer wishes to pursue the complaint, or if the complainant fails to cooperate in the investigation of the complaint.

**LETTERS OF FINDINGS**

After the investigation is completed, SETT will make a final decision and issue one of the following letters to the Complainant based on the investigation findings:

1. A letter of finding summarizing the allegations and indicating SETT did not find a violation of ADA regulations. This letter closes the case.
2. A letter of finding summarizing the allegations and indicating SETT’s services or programs is in violation of ADA regulations. The letter will also contain a brief description of remedies SETT will undertake to achieve compliance.

**RIGHT TO APPEAL**

A Complainant may appeal a final decision resulting from an ADA investigation by submitting a written appeal to SETT no later than ten (10) business days after receipt of the final decision letter. The appeal must be submitted to the D’Juana Fowler at the following address: 2210 Eastex Freeway, Beaumont, TX 77703.

**FEDERAL TRANSIT ADMINISTRATION**

A person may also file a complaint directly with the Federal Transit Administration's Office of Civil Rights at:  
  
Federal Transit Administration (FTA)  
Office of Civil Rights  
East Building  
1200 New Jersey Ave, SE,  
Washington, DC 20590