

Ohio Valley Regional Transportation Authority / Eastern Ohio Regional Transit Authority

REASONABLE MODIFICATION COMPLAINT PROCEDURES

As a means to help avoid discrimination on the basis of a disability and to help ensure service accessibility, a reasonable modification complaint can be made to the OVRTA/EORTA. If you feel you have been discriminated against in the provision of transit services, please provide the following information to assist us in processing your complaint. Should you require any assistance in completing this form or need information in alternative formats, please let us know.

How do you file a complaint?

Complete, sign and return the OVRTA/EORTA Reasonable Modification Complaint Form. You may obtain the form by [clicking here](#), filling in the information, then returning the signed completed form by fax or mail. You may also request a form by writing to OVRTA/EORTA, 21 S. Huron Street, Wheeling, WV 26003 or by calling 304-232-2190 or emailing ExecDirect@ovrta.org.

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 act(s) of discrimination, and any other relevant information. (See Questions 7, 8, and 9 of the Complaint Form)
- The names of any persons, if known, who could be contacted for clarity of your allegations. (See Question 10 of the Complaint Form)

Please submit your complaint form to the address or the fax number listed below:

OVRTA/EORTA
21 S. Huron Street
Wheeling, WV 26003
Fax: 304-232-0811

How will your complaint be handled?

OVRTA/EORTA will process complaints that are complete. Once a completed complaint is received, OVRTA/EORTA will review it to determine if OVRTA/EORTA has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by OVRTA/EORTA dated within five (5) business days after receiving the completed complaint.

OVRTA/EORTA will generally complete an investigation within thirty (30) calendar days from receipt of a completed complaint form. If more information is needed to resolve the case, OVRTA/EORTA may contact the complainant. Unless a longer period is specified by OVRTA/EORTA, the complainant will have ten (10) calendar days from the date of the letter to send the requested additional information to the OVRTA/EORTA.

If the OVRTA/EORTA investigator is not contacted by the complainant or does not receive the requested additional information within the required timeline, the OVRTA/EORTA may administratively close the case. A case may be administratively closed also if the complainant no longer wishes to pursue their case.

After an investigation is complete, OVRTA/EORTA will issue a letter to the complainant summarizing the results of the investigation by stating the findings and, if applicable, advising of any corrective action to be taken as a result of the investigation. If a complainant disagrees with the OVRTA/EORTA determination, he/she may request reconsideration by submitting a request in writing to the OVRTA/EORTA Executive Director within seven (7) calendar days after the date of the OVRTA/EORTA letter, stating with specificity the basis for the reconsideration. The Executive Director will notify the complainant of their decision either to accept or reject the request for reconsideration within ten (10) calendar days. In cases where reconsideration is granted, the Executive Director will issue a determination letter to the complainant upon completion of the reconsideration review.

If information is needed in another language, then contact the OVRTA/EORTA at 304-232-2190.