

Northeast Iowa Community Action Corporation (NEICAC) – EARL Public Transit ADA Complaint Process

Any person who believes that they have been subjected to discrimination on the basis of disability with regard to any public transit service provided by NEICAC may request additional information from the Chief Operations Officer (563-387-4916) of Northeast Iowa Community Action Corporation, PO Box 487, Decorah, IA 52101. If information is needed in another language, contact 563-382-8436. For those with hearing or speech disabilities, contact Relay Iowa 711. You can also find further information at the Federal Transit Administration (FTA) website: <https://www.transit.dot.gov/civil-rights>.

Complaint Process

NEICAC is committed to ensuring accessibility and equal opportunities for all individuals, including those with disabilities. This complaint process allows individuals who believe they have experienced discrimination based on disability in the provision of public transportation services to file a complaint.

NEICAC's policy is to ensure compliance with the Americans with Disabilities Act (ADA) and the Federal Transit Administration (FTA) regulations, making certain that no person is excluded from participation in, denied the benefits of, or discriminated against in its transportation services due to a disability.

Any person who believes they have been discriminated against or have experienced barriers to accessing NEICAC's public transit services due to their disability may file an ADA complaint within 180 days of the alleged incident.

How to File a Complaint

Complaints may be filed in writing, by email, or by phone. A Complaint Form is available at [Discrimination-Complaint-Form](#). The complaint must include the complainant's name, address, telephone number, and a description of the issue or circumstance regarding the alleged disability-based discrimination. The complaint should clearly state how the services were inaccessible or discriminatory due to disability.

Complaints can be mailed to:

Chief Operations Officer
Northeast Iowa Community Action Corporation
PO Box 487
Decorah, IA 52101

Complaints may also be emailed to: kschmelzer@neicac.org or submitted by phone by calling 563-382-8436 and asking for the Chief Operations Officer.

For individuals with Limited English Proficiency or who require interpretation services, those services are available by contacting 563-382-8436.

What Happens to My ADA Complaint?

Once a complaint is received, it will be reviewed by the Chief Operations Officer. NEICAC will send a letter of acknowledgment to the complainant within 10 days of receipt. If additional information is needed, the Chief Operations Officer will contact the complainant. The failure of the complainant to provide the requested information within 15 days may result in administrative closure of the complaint or a delay in resolving the

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complaint. If the complainant no longer wishes to pursue the complaint, the case may also be closed administratively.

Upon receipt of all required information, NEICAC will make every effort to investigate and respond to the ADA complaint within sixty calendar days. The Chief Operations Officer will promptly investigate every complaint and take appropriate actions to preserve confidentiality where needed.

After the investigation is completed, the Chief Operations Officer will issue one of two types of letters to the complainant: a closure letter or a letter of findings. A closure letter will summarize the allegations and indicate that no violation of ADA regulations was found, resulting in the closure of the case. If a violation is found, a letter of findings will be issued, summarizing the investigation and detailing any corrective actions that will be taken, such as policy changes or additional staff training.

If the complainant is dissatisfied with the resolution of the complaint by NEICAC, the same complaint may be submitted to the Office of Employee Services - Civil Rights - for investigation at the following address:

Iowa Department of Transportation

Civil Rights Bureau

800 Lincoln Way, Ames, IA 50010

Phone: 515-239-1304

Email: civil.rights@iowadot.us

Complaints may also be filed with the following two organizations:

- **Iowa Civil Rights Commission**
400 East 14th Street
Des Moines, IA 50319-1004
Phone: 515-281-4121 or 800-457-4416

Or complaints may be filed directly with the Federal Transit Administration by completing the **FTA Online Civil Rights Complaint Form** and uploading any supporting documents. You can also contact the FTA's toll-free civil rights hotline at (888) 446-4511.

Federal Transit Administration

East Building, 5th Floor - TCR

1200 New Jersey Ave., SE

Washington, DC 20590

Phone: 816-329-3770