



## ADA Grievance

### ADA: Complaint Process

**The City of Los Angeles (LADOT) grants all citizens equal access to its transportation services.**

The LADOT Complaint Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Los Angeles Department of Transportation. LADOT's Personnel Policy governs employment-related complaints of disability discrimination.

#### Filing a Complaint

The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident. The preferred method is to file the complaint in writing using the Complaint/Suggestion Form online. See link: <https://www.transtrack.net/LADOT/Comments/Complaint>. Written complaints can also be sent to:

LADOT Transit Customer Service Center  
201 N Los Angeles St. Space #16  
Los Angeles, CA 90012

Verbal complaints will be accepted and transcribed by contacting LADOT Transit's customer service center at **(818, 323, 310, 213) 808-2273**. Customers can call to state if they have an ADA complaint. Trained LADOT Transit customer service personnel will provide assistance in filing the ADA complaint through the LADOT Transit complaint system. This is then directed to the LADOT Transit ADA Coordinator. Complaints may also be filed with external entities such as the Federal Transit Administration, the Equal Employment Opportunity Commission, or the Department of Fair Employment and Housing. Please review information on the respective websites for details on filing ADA complaints.

Should a complaint be filed with LADOT Transit and an external entity simultaneously, the external complaint shall supersede the LADOT Transit complaint. However, LADOT Transit will continue its own investigation of the complaint and make the findings available.

#### Investigations

Within 10 working days of receipt of the formal complaint, the ADA Coordinator will notify the complainant and begin an investigation.

The investigations will address complaints against any LADOT Transit department(s). The investigation will be conducted in conjunction with and under the advice of the Employee Relations Department.

The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within 60 days of the receipt of the formal complaint.

Based upon all the information received, an investigation report will be written by the ADA Coordinator. The complainant will receive a letter stating that final decision by the end of the 60 day time limit. Most investigations are completed within 30 days.

The complainant shall be notified of his/her right to appeal the decision. Appeals may be made to the [Federal Transit Administration](#), the [Equal Employment Opportunity Commission](#), or the [Department of Fair Employment and Housing](#).

All written complaints received by the ADA Coordinator or her designee, appeals to the Federal Transit Administration, the Equal Employment Opportunity Commission, or the Department of Fair Employment and Housing, and responses from these offices will be retained by LADOT Transit for at least three years.