



Dallas Area Rapid Transit

Instructions to the Public on How to File an ADA Complaint and Complaint Procedures

Dallas Area Rapid Transit will process and investigate complaints from individuals alleging discrimination in DART'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 DART may file an ADA complaint, directly or through an authorized representative, by completing and submitting DART's ADA Complaint Form. DART will investigate complaints received no more than 180 days after the alleged incident.

A Complaint form may be accessed by clicking the link below:

-  [Complaint Form](#)

The complaint should be filed with:

Dallas Area Rapid Transit
Diversity Department
Attention: ADA Compliance Officer
P.O. Box 660163
Dallas, Texas 75266-7217

Email address: ADA@DART.org

Telephone

DART Diversity Department (214) 749-3366

For deaf or hearing impaired, please call through Relay Texas at 711

(<http://www.relaytexas.com>)

COMPLAINT ACCEPTANCE

Once the complaint is received, DART 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

DART will promptly investigate all complaints of alleged discrimination on the basis of disability in its services and programs. DART will process and investigate alleged complaints within 60 days of receiving a complete complaint. DART 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 DART. DART 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, DART will make a final decision and issue one of the following letters to the Complainant based on the investigation findings:

- a. A letter of finding summarizing the allegations and indicating DART did not find a violation of ADA regulations. This letter closes the case.
- b. A letter of finding summarizing the allegations and indicating DART's services or programs is in violation of ADA regulations. The letter will also contain a brief description of remedies DART 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 DART no later than ten (10) business days after receipt of the final decision letter. The appeal must be submitted to the Vice President, Diversity at the following address: Diversity Department, P.O. Box 660163, Dallas, TX 75266-7217.

-  Appeal Form

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