

City of Lamar, MO ADA Complaint Procedures

If you have a complaint about the accessibility of our transit system or service, or believe you have been discriminated against because of your disability, you can file a complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident.

How do you file a complaint?

You can call us, download and use our ADA complaint form at cityoflamar.org, or request a copy of the form by writing or phoning. (417) 682-5554.

You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident. 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 acts of discrimination, and any other relevant information. (See Questions 6, 7, 8, 9, 10, and 11 of the complaint form.)
- The names of any persons, if known, whom the director could contact for clarity of your allegations. (See Question 11 of the complaint form.)

Please submit your complaint form to address listed below:

Bev Baker, City Clerk
City of Lamar

1104 Broadway

Lamar, MO 64759

Do you need complaint assistance?

If you are unable to complete a written complaint due to a disability or if information is needed in another language we can assist you. Please contact us at (417) 682-5554 or cityclerk@cityoflamar.org

How will your complaint be handled?

The City of Lamar investigates complaints received no more than 180 days after the alleged incident. The City of Lamar will process complaints that are complete. Once a completed complaint is received, *the City of Lamar will review it to determine if the City of Lamar has jurisdiction.*

The City of Lamar will generally complete an investigation within 90 days from receipt of a complaint. If more information is needed to resolve the case, the City of Lamar may contact you. Unless a longer period is specified by the City of Lamar you will have ten (10) days from the date of the request to send the requested information. If the requested information is not

received, *The City of Lamar* may administratively close the case. A case may also be administratively closed if you no longer wish to pursue it.

After an investigation is complete, *The City of Lamar* will send you a letter summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If you disagree with *The City of Lamar* determination, you may request reconsideration by submitting a request in writing to *The City of Lamar*, City Clerk within seven (7) days after the date of *The City of Lamar* letter, stating with specificity the basis for the reconsideration. The City Clerk will notify you of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, the City Clerk will issue a determination letter to the complainant upon completion of the reconsideration review. A summary of all ADA complaints will be kept on file for a period of five (5) years.

Do I have other options for filing a complaint?

We encourage that you file the complaint with us. However, you may file a complaint with the Missouri Department of Transportation or the Federal Transit Administration.

*Missouri Department of Transportation
External Civil Rights Division
Title VI Coordinator
1617 Missouri Blvd P.O. Box 270
Jefferson City, Mo 65102-0270*

Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590

November 2016