



Northeastern Connecticut Transit District

125 Putnam Pike (PO Box 759)
Dayville, CT 06241

860-774-3902
nectd.org

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](#), or request a copy of the form by writing or phoning:

Northeastern Connecticut Transit District
125 Putnam Pike (PO Box 759)
Dayville, CT 06241
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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
- ▶ 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.
- ▶ The names of any persons, if known, whom the director could contact for clarity of your allegations.

Please submit your complaint form to address listed below:

Title VI Coordinator Northeastern Connecticut Transit District
125 Putnam Pike (PO Box 759)
Dayville, CT 06241

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 860-779-3902 or ridesnect@nectd.org.

How will your complaint be handled?

Northeastern Connecticut Transit District investigates complaints received no more than 180 days after the alleged incident. Northeastern Connecticut Transit District will process complaints that are complete. Once a completed complaint is received, Northeastern Connecticut Transit District will review it to determine if Northeastern Connecticut Transit District has jurisdiction.

Northeastern Connecticut Transit District will generally complete an investigation within 90 days from receipt of a complaint. If more information is needed to resolve the case, Northeastern Connecticut Transit District may contact you. Unless a longer period is specified by Northeastern Connecticut Transit District, you will have ten (10) days from the date of the request to send the requested information. If the requested information is not received, NECTD 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, Northeastern Connecticut Transit District 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 Northeastern Connecticut Transit District determination, you may request reconsideration by submitting a request in writing to Northeastern Connecticut Transit District director within seven (7) days after the date of Northeastern Connecticut Transit District letter, stating with specificity the basis for the reconsideration. The director 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 director will issue a determination letter to the complainant upon completion of the reconsideration review.

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 Bureau of Public Transportation at the Connecticut Department of Transportation or the Federal Transit Administration.