

# MAX ADA Complaint Procedure

*Last Revision: January 2019*

Any citizen who feels that their Americans with Disabilities Act (ADA) rights have been violated alleging any action prohibited by 49 CFR Parts 27, 37, 38 and 39 may file a complaint with the Macatawa Area Express (MAX) using the following procedures:

1. To file a complete complaint, please provide the following information:
  - a. Complainants name
  - b. Complainants address
  - c. Complainants telephone number and/or email address
  - d. If a mobility aid was being used (if any)
  - e. Date, time, and location of the incident
  - f. Transit mode and/or route
  - g. Vehicle ID number (if known)
  - h. Name(s) of agency employee(s) or others (if known)
  - i. Detailed description of what transpired
  - j. Other documentation such as photographs (if any)
  
2. The complaint can be made either by mail (United States Postal Service), by telephone, or by email.
  - a. To make a complaint by mail, please send to:  
ADA Coordinator  
171 Lincoln Ave, Suite 20  
Holland, MI 49423
  - b. To make a complaint by telephone, please call:  
ADA Coordinator (616) 928-2479
  - c. To make a complaint by email, please sent to:  
ADA Coordinator  
[ADAComplaints@catchamax.org](mailto:ADAComplaints@catchamax.org)
  
3. The complaint will be reviewed and investigated within seven (7) working days after receiving initial complaint. MAX staff may contact you for additional information regarding the complaint.
  
4. The ADA Coordinator, or their designee, will contact the individual who made the complaint and share the results of the investigation and offer possible remedies within seven (7) working days.
  
5. If an appeal is received, a panel consisting of the MAX Executive Director or their designee, the ADA Coordinator, and a member of the Local Advisory Committee will hear the appeal within ten (10) working days either in person or by telephone.

6. All complaints will be maintained for one (1) year.
7. A summary of all complaints will be maintained for five (5) years.

This information can be made available in an alternative format such as large print, braille, etc., upon request to:

ADA Coordinator  
(616) 928-2479  
ADAComplaints@catchamax.org  
171 Lincoln Ave., Suite 20  
Holland, MI 49423

An Americans with Disabilities Act complaint alleging discrimination against a state or local government or public accommodation can also be made online, by mail, or by fax to the Department of Justice.

1. To file an ADA complaint electronically:  
[http://www.ada.gov/filing\\_complaint.htm](http://www.ada.gov/filing_complaint.htm)
2. To file an ADA complaint by mail:  
US Department of Justice  
950 Pennsylvania Avenue NW  
Civil Rights Division  
Disability Rights Section – 1425 NYAV  
Washington, D.C. 20530
3. To file an ADA complaint by fax:  
(202) 307-1197

Please keep a copy of your complaint and the original documents for your own records.