ADA COMPLAINT PROCEDURE and FORM

Accommodations are made to serve persons with disabilities in compliance with the Americans with Disabilities Act (ADA) and Section 504. Section 504 of the Rehabilitation Act of 1973 (Section 504). Titles II and III of the Americans with Disabilities Act of 1990 (ADA) and related Federal and State Laws and Regulations provide that no entity shall discriminate against an individual with a disability in connection with the provision of transportation service. This law requires federal aid recipients and other government entities to take affirmative steps to reasonably accommodate the disabled and ensure that their needs are equitably represented. Green River Intra-county Transit System (GRITS) endeavors to ensure that its facilities, programs and services are available to those with disabilities in accordance with the Americans with Disabilities Act (ADA). If you feel that your ADA protection has been violated, you may file a complaint with the GRITS. The following information is necessary to assist us in processing your complaint.

If you require any assistance in completing this form, please contact GRITS Director Michael Hughes (mwhughes@audubon-area.com) or call (270) 686-1651. The completed form must be returned to GRITS Transportation, c/o Michael Hughes, 222 Saint Elizabeth Street, Owensboro KY 42301. The complaint procedure will be made available to the public at https://www.audubon-area.com/transportation.html. A copy of the complaint form is provided on the GRITS website - https://www.audubon-area.com/transportation.html.