



La Crosse MTU
2000 Marco Drive
La Crosse, WI 54601
(608) 789-7350
(608) 789-7374 FAX

ADA Complaint Form

La Crosse MTU is committed to complying with the requirements of the Americans with Disabilities Act (ADA) in all of its programs and services. “No entity shall discriminate against an individual with a disability in connection with the provision of transportation service” (§ 37.5(a)). Any person(s) or organization(s) believing they have been a victim of discrimination based related to a disability may file a complaint with La Crosse MTU.

FILE BY PHONE OR EMAIL:

Contact La Crosse MTU at (608) 789-7350 or koterwskit@cityoflacrosse.org.

FILE ONLINE:

www.cityoflacrosse.org/mtu/feedback

You can also submit complaints in writing below. Submit completed forms to: La Crosse MTU, Attn: ADA Complaint, 2000 Marco Drive, La Crosse, WI 54601.

Your Name: _____

Home Phone: _____ Cell Phone: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

_____ Date of Incident:

_____ Person(s)

discriminated against (if other than complainant). List all names: _____

Please describe the alleged discrimination incident. Provide the names and title of all La Crosse MTU employees involved if available. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

I affirm that I have read the above charge and that is true to the best of my knowledge, information & belief.

Signature: _____ Date: _____ Print
or Type Name of Complainant: _____

The City of La Crosse MTU investigates complaints received no more than 180 days after the alleged incident. The City of La Crosse MTU will process complaints that are complete.

The City of La Crosse MTU will endeavor to complete its complaint investigation in 30 days. If more information is needed to resolve the case, the City of La Crosse MTU may contact the complainant. If the complainant or does not respond to MTU's inquiry or MTU does not receive the additional information within 30 days after being notified, the City of La Crosse MTU can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

MTU will follow up with a written letter of its determinations of the investigation.

If the complainant wishes to appeal the decision, she/he has 10 days after the date of the letter to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590

If information is needed in another language or in an accessible format, then contact (608) 789-7350

All complaints are kept for one (1) year and then grouped by type for seven (7) years.

Office Use Only: