



# ADA Complaint Form

## Section I

<b>Name</b>		<b>Date</b>		<b>Time</b>	
<b>Address</b>					
<b>City</b>		<b>State</b>		<b>Zip Code</b>	
<b>Telephone</b>	<b>(Home)</b>	<b>(Cell)</b>			
<b>Email</b>					
<b>Location of Incident</b>					

## Section II

Are you filing this complaint on your own behalf?      Yes       No   
\*If you answered "yes" to this question, please proceed to Section III..

If not, please provide the name and relationship of the person for whom you are filing this complaint.

If you are filing on behalf of a third party, please confirm you have obtained permission from the complainant.      Yes       No

Please explain why you have filed for a third party:

## Section III

What type of issue is this?

- Missed Stop
- On Time Performance
- Customer Service
- Maintenance/Equipment
- Traffic Violation
- Fare Media
- Call Center
- Other: \_\_\_\_\_

Please provide a description of your complaint to include names, dates, times, route numbers, vehicle numbers, witnesses and any vital information that would assist us in our investigation. Also, please provide any documentation that is relevant to this complaint. You may attach additional sheets as necessary.

Do you need a follow-up call?

- Yes  
 No

**Section IV**

Is this complaint related to the Americans with Disabilities Act (ADA)? Yes  No

Is this complaint related to the Title VI Act? Yes  No   
 Title VI prohibits discrimination on the basis of race, color, or national origin in any program or activity that receives Federal funds or other Federal financial assistance.

Have you filed this complaint with any other Federal, State or Local Agency? Please check all that apply.

- Department of Transportation  
 Federal Transit Administration  
 U.S. Department of Justice  
 Equal Employment Opportunity Commission  
 Other (Please provide Agency names below.)

Agency Name	Contact Person	Phone Number	Email Address

**ADA prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public.**

*Note: You may submit this form in-person or by mail to:*  
 Fayetteville Area System of Transit (FAST)  
 505 Franklin Street  
 Fayetteville, NC 28301