

DISCRIMINATION COMPLAINT PROCEDURES

Whatcom Transportation Authority (WTA) has established a process for investigating and resolving complaints alleging any action prohibited by Title II of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act. Any person who believes she or he has been subjected to discrimination on the basis of disability may file a complaint under this procedure. It is against the law to retaliate against anyone who files a complaint or cooperates in the investigation of a complaint. The ADA Coordinator or his/her designee shall be responsible for overseeing investigations and responses to complaints of discrimination based on disability.

How to File a Complaint

Any person who believes she or he has been discriminated against on the basis of disability by Whatcom Transportation Authority (WTA) may file a complaint by completing and submitting WTA's Discrimination Complaint Form. Complaint Forms are available online at www.ridewta.com, by request at WTA's Administration Office (4011 Bakerview Spur, Bellingham, WA 98226) or by calling (360) 676-7433.

Complaint Procedure

WTA investigates complaints received no more than 180 days after the alleged incident. WTA will process complaints that are complete. Once the complaint is received, WTA will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

WTA has 30 days to investigate the complaint. If more information is needed to resolve the case, WTA may contact the complainant.

The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, WTA can administratively close the case. A case can be administratively closed also if the complainant no longer wished to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a violation and the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wished to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

If information is needed in another language, please contact (360) 676-7433.