

## How to File an ADA Complaint

If information is needed in another language, please call (573-359-1551).

Si se necesita información en otro idioma, por favor llame al (573-359-1551).

Any person who believes she or he has been discriminated against on the basis of race, color, national origin, or disability by PPI may file an ADA complaint by completing and submitting PPI's ADA Complaint Form. PPI investigates all completed complaint forms that are filed no later than 180 calendar days following of the incident in question.

### How to file a complaint:

- A complaint can be filed in writing and mailed to the following address:
  - Angela Hudgens, Director
  - Title VI Coordinator
  - Pemiscot Progressive Industries
  - PO Box 475
  - Hayti, MO 63851
- The preferred method is to file a complaint in writing by completing PPI's Complaint Form.
- If you do not use PPI's ADA Complaint Form, your written complaint must be signed and at minimum contain the following:
  1. Contact information including name, mailing address, telephone number(s) and email address, etc.
  2. A description of how, when, where, and why you believe you were discriminated against including location, names, and contact information of any witnesses; and
  3. Other information that you deem significant or important.
- A complaint can be filed verbally by calling Angela Hudgens, Title VI Coordinator at (573) 359-1551.
- You also have the right to file a complaint with an external entity such as the Department of Transportation (DOT), a federal or state agency, or a federal or state court.

### ADA Procedure:

1. When a complaint is received by PPI, the Title VI Coordinator will provide written acknowledgement within ten (10) days by registered mail. If a complaint is incomplete, additional information will be requested, and a Complainant will be provided thirty (30) business days to submit the required information. If the information is not received within 30 business days, the case can be administratively closed by PPI. A case can also be administratively closed if the complainant no longer wishes to pursue their case.
2. Should a complaint be filed with PPI and an external entity simultaneously, the external complaint shall supersede PPI's complaint and PPI's complaint procedures will be suspended pending the external entity's findings.

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3. Within fifteen (15) business days from receipt of a complete complaint, a determination will be made if the complaint has sufficient merit to warrant investigation as an ADA complaint. The Complainant will be notified of the decision, by registered mail within five (5) days of the date the decision is made. If the decision is not to investigate as a ADA complaint, the notification shall specifically state the reason for the decision.
4. Investigation
  - a) The investigation will address complaints against PPI and be conducted in conjunction with and under the advice of the City Administrator.
  - b) The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The Complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.
  - c) The investigation will be conducted and completed within sixty (60) days of the acceptance of the formal complaint.
  - d) Based upon all the information received, and investigation report will be written.
5. The Complainant will receive a letter stating the final decision by the end of the 60-day limit.
6. The Complainant shall be notified of his/her right to appeal the decision.