

***Flyer to be posted in all public buses and facilities***

**Western-Washtenaw Area Value Express**  
**Procedure to File a Complaint Under the**  
**Americans with Disabilities Act (ADA)**

If you believe you, or another person has been discriminated against under Title II and III of the American Disability Act of 1990 by Western-Washtenaw Area Value Express or one of our employees, you can file a complaint by mail or email at:

Western-Washtenaw Area Value Express (WAVE)  
ADA Coordinator: Julia Roberts, Executive Director  
PO Box 272, Chelsea, Michigan 48118  
wwaveadministration@comcast.net

**Take the first step:** Before filing your complaint, you may contact the Western-Washtenaw Area Value Express's ADA Coordinator to discuss your concerns. The ADA Coordinator can look into the issue and try to come up with an acceptable resolution to the situation. If you would like additional information you may contact Western-Washtenaw Area Value Express ADA Coordinator.

**You can file a complaint against Western-Washtenaw Area Value Express using the following procedures:**

1. File a written complaint with the Western-Washtenaw Area Value Express ADA Coordinator as soon as possible, but no later than 60 calendar days after the alleged violation.
  - The written complaint should be submitted by the grievant and/or designee.
  - Alternative means of filing complaints – such as a personal interview or a tape recording – will be made available on request by people with disabilities.
  - The written complaint should contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem.
  - Within 15 calendar days after receiving the complaint, a WAVE official will contact the complainant to discuss the complaint and possible resolutions.
  - Within 15 calendar days of the meeting, the WAVE ADA Coordinator will respond in writing or by other appropriate accessible format. The response will explain the position of the WAVE and offer options for substantive resolution of the complaint.
  - If the response by the WAVE ADA Coordinator does not resolve the issue, the complainant and/or designee may appeal the decision.