

## City of Hazelwood Transportation Services - ADA Complaint Procedures

If you have a complaint about the accessibility of our transit system or service, or believe you have been discriminated against because of a disability, you can file a complaint. Please provide the facts and circumstances surrounding your issue or complaint so we can fully investigate the Incident.

### **HOW DO YOU FILE A COMPLAINT?**

You can call us: **314 839-3700**

Download and use our ADA complaint form at, or request a copy at the City's Parks & Recreation website: [hazelwoodmo.org](http://hazelwoodmo.org)

Request a copy of the form by writing:

**City of Hazelwood c/o Matthew Zimmerman  
415 Elm Grove Lane, Hazelwood, MO 63042  
or by phoning (314) 839-3700**

You may file a signed, dated and written complaint **no more than 180 days from the date of the alleged incident.** The complaint should include:

- **Your name, address, and telephone number.** *(See Question 1 of the Complaint form)*
- **How, Why, and When you believe you were discriminated against.** Include as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information. *(See Questions 6, 7, 8, 9, 10 and 11 of the Complaint Form.)*
- **The names of any persons, if known, whom the director could contact from clarity of your allegations.** *(See Question 11 of the Complaint Form)*

Please submit your Complaint Form to the address listed below:

**Matthew Zimmerman  
415 Elm Grove Lane  
Hazelwood, MO 63042**

### **DO YOU NEED COMPLAINT ASSISTANCE?**

If you are unable to complete a written complaint due to a disability or if information is needed in another language we can assist you. **Please contact us at (314) 839-3700 or [mdzimmerman@hazelwoodmo.org](mailto:mdzimmerman@hazelwoodmo.org)**

### **HOW WILL YOUR COMPLAINT BE HANDLED?**

The City of Hazelwood will generally complete an investigation within 90 days from receipt of a complaint. If more information is needed to resolve the case, the City of Hazelwood may contact you. Unless a longer period is specified by the City of Hazelwood, **you will have ten (10) days from the date of the request to send the requested information.** If the requested information is not received, the City of Hazelwood may administratively close the case. A case may also be administratively closed if you no longer wish to pursue it.

After an investigation is complete. The City of Hazelwood will send you a letter summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. **If you disagree with the City of Hazelwood determination, you may request reconsideration by submitting a request in writing to the City of Hazelwood's City Manager within seven (7) days after the date of the City of Hazelwood's letter, stating with specificity the basis for the reconsideration.** The City Manager will notify you of the decision either to accept or reject the request for reconsideration within (10 days). In cases where reconsideration is granted, the City Manager will issue a determination letter to the complainant upon completion of the reconsideration review.

#### **DO I HAVE OTHER OPTIONS FOR FILING A COMPLAINT?**

We encourage that you file the complaint with us. However, you may file a complaint with the Missouri Department of Transportation or the Federal Transit Administration.

Missouri Department of Transportation  
External Civil Rights Division  
Title VI Coordinator  
1617 Missouri Blvd.  
P. O. Box 270  
Jefferson City, MO 65102-0270  
[www.motdot.org](http://www.motdot.org)

Federal Transit Administration  
Office of Civil Rights  
1200 New Jersey Avenue SE  
Washington, DC 20590