



ADA Customer Complaint Resolution Procedure

Procedure

In compliance with Title II of the Americans with Disabilities Act of 1990 (“ADA”), Community Connector is committed to providing the highest quality service. In addition, Community Connector is committed to ensuring that no person is denied access to its services based on their disabilities. If an ADA passenger’s experience with the Community Connector paratransit service is perceived as less than satisfactory or in alleged violation of the ADA, he/she may file a complaint by following the procedure outlined below.

Filing a Complaint

An ADA passenger wishing to file a complaint regarding an ADA trip, reservation experience, or other aspect of the service, may contact the Dispatch Department regarding the complaint and will be directed to the appropriate staff person to resolve the issue:

- By calling (207)992-4670, during normal business hours.
- Via email at sherri.clark@bangormaine.gov
- Via fax at (207)945-4992 (Attention To: Sherri Clark, Operations Officer, ADA Specialist)
- By writing: Sherri Clark
Operations Officer, ADA Specialist
475 Maine Ave.
Bangor, Me. 04401

When submitting a complaint in writing, the preferred method is to use the ADA Complaint Form ([click here](#)). If you, as the complainant, would like to submit a complaint in writing but are unable to write a complaint, a representative at the Customer Dispatch will assist you with the complaint. Community Connector is committed to providing open access to its services to persons with limited ability to speak or understand English; if requested by the complainant, Community Connector Customer Dispatch will provide language translation services.

All ADA complaints will be investigated within 2 business of receipt by the Operations Officer, ADA Specialist of Community Connector. It is important that general service complaints will be distinguished from those that rise to the level of noncompliance, and complaints of discrimination will be fully investigated. Complaint investigations will include communications with all parties involved (i.e. the complainant as well as pertinent operations staff). If necessary or requested, the Operations Officer, ADA Specialist will set up a meeting with the complainant to review all pertinent information. Results of the meeting will be documented and a resolution may be agreed upon at that time.



Resolution

Following the investigation, the Operations Officer, ADA Specialist will promptly communicate with involved staff and have taken action to ensure that measures are in place to prevent the problem from recurring, and when the passenger is satisfied that the complaint is resolved.

All complaints of noncompliance received will be documented and kept on file for one (1) year. A record of all complaints will be kept for five (5) years.

Accessible format

If an ADA passenger who wishes to file a complaint requires a copy of this Complaint Resolution Procedure in an alternate format or in a language other than English, please call (207)992-4670.