



ADA COMPLAINT AND COMMENDATION PROCEDURES

1. SPARTA will accept complaints, commendations, and suggestions about its ADA program in person or by phone, mail, or email.
2. The SPARTA General Manager will be responsible for dealing with complaints and commendations. Suggestions may be given to any member of the SPARTA staff. The complaints will be resolved within 30 days of the date the complaint is filed. Response to the initial complaint will be documented.
3. All complaints, commendations, and suggestions should be accompanied with the following information:
 - a. Name, address, and phone number (or person may remain anonymous),
 - b. The date and time of the incident,
 - c. Vehicle number (if applicable) and the customer service or driver name,
 - d. Description of the complaint, commendation, or suggestion.
4. For phone calls or in-person visits, SPARTA will take down as much information as possible and prepare a statement. Prior to taking action on an alleged serious infraction, the patron will be required to sign the statement and be willing to testify, if necessary, against the individual who allegedly committed the infraction.
5. SPARTA employees will not be allowed to learn the identity of any person giving a complaint.
6. Patrons will not be allowed to learn what actions, if any, are taken against SPARTA employees as a result of a commendation or complaint.
7. SPARTA will keep a log of all complaints of noncompliance with Federal ADA regulations it receives on-file for at least five (5) years. [49 CFR 27.121(b)]

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