

## **Complaint/Appeals Response Procedures**

1. Complaints may be submitted via email to [ADACRO@ridedata.com](mailto:ADACRO@ridedata.com), written mail to ADACRO Appeals, 119 Henderson Ct. Delaware, Ohio 43015: by phone at (740) 368-9033 or Fax: 740-362-7603.
2. All complaints will be logged into a Reasonable Modification/Accommodation spreadsheet noting the complainant name, date, contact information and specific complaint being made as well as the original request for modification associated with the complaint.
3. All complaints will be reviewed by the Complaints Resolution Officer, Operations Director and the Road Supervisor prior to discussing with Executive Director.
4. All complaints will be acknowledged within 3 business days of receipt. The resolution and response will be made timely, within 15 business days, and the response must explain the reasons for the determination. The response must be documented in the Reasonable Modification/Accommodation log, referencing the original request for modification. Any complaint responses requiring more than 15 business days for resolution must be reviewed by the Executive Director and documented as to why the resolution requires additional time for full resolution.

Requests may be reviewed by the following authority staff: Mobility Manager, Operations Director, Driver Supervisor, and the Executive Director.