



TCAT ADA Complaint Procedure

Anyone who believes that Tompkins Consolidated Area Transit, Inc. (TCAT) discriminated against them and denied transportation due to a disability can file a complaint.

Complaints may be submitted to TCAT's ADA Coordinator as follows:

By phone: (607) 277-9388 ext. 420

By email: tcat@tcatmail.com

By mail via United States Postal Service:

ADA Coordinator

Tompkins Consolidated Area Transit, Inc.

737 Willow Ave.

Ithaca, NY 14850

TCAT investigates all ADA complaints received within 90 days of the alleged incident. Complaints may be submitted by phone, email, USPS or in person. The online complaint form can be downloaded [here](#). You may contact TCAT at (607) 277-9388, ext. 420 to have a copy sent to you, which you can return to the above address.

Upon receipt of the complaint, TCAT will review the information and inform the complainant within 10 days that his or her complaint has been received. TCAT will have up to 30 calendar days to investigate the alleged incident, and respond via letter or email. If the complainant is satisfied with the outcome, or, if the complainant does not wish to pursue his or her case, TCAT can administratively close the case.

As soon as the complaint has been reviewed, the investigator will issue one of two letters to the complainant: 1) a closure letter or 2) a letter of finding (LOF). A closure letter provides brief information about the allegation and states that there was no finding of an ADA violation. An LOF provides brief information about the allegations and the interviews regarding the alleged incident. This letter explains what actions were taken. If the complainant wishes to appeal TCAT's finding, he or she will have 10 business days to do so.

Complaints can also be filed directly to the Federal Transit Administration at:

FTA Office of Civil Rights
ATTN: Complaints
East Building, 5th Floor-TCR
1200 New Jersey Avenue SE
Washington DC 20590

Please include contact information.