



## ADA Complaint Policy

GMT welcomes compliments, complaints, and suggestions. ADA related complaints are able to be lodged in the following ways:

- Telephone (802-540-2468)
- Fax (802-864-5564)
- Use an online form below
- Send an email to: ADA@ridegmt.com
- Send a letter by U.S. Mail: GMT, 101 Queen City Park Road, Burlington, VT 05401
- Visiting a GMT office in-person: GMT, 101 Queen City Park Road, Burlington, VT 05401

All individuals who have lodged a complaint will be contact within 3 days of the submission of complaint, and GMT will aim for an equitable and prompt response. All fixed route related complaints will be required to be written up in the "GMT Record of Complaint form". Documentation shall include time and date of the complainant's notification; the name of the complainant; the time, date and nature of the occurrence; action taken by the investigating employee to resolve the complaint and prevent future occurrences.

For paratransit related complaints, the Provider shall have procedures for complaint intake, investigation, and resolution. All formal complaints relating to ADA service, Title VI, and all federal and state program requirements shall be documented in writing, and submitted to GMT within 3 business days using the "GMT Paratransit Complaint Form". Documentation shall include time and date of the complainant's notification; the name of the complainant; the time, date and nature of the occurrence; action taken by the Provider to resolve the complaint and prevent future occurrences. The Provider must respond to written complaints within three business days in writing, with a copy to GMT.

Thank You,  
GMT