
Reasonable Modification Complaint Process

Semcac Transportation investigates complaints received no more than 30 days after receipt. Semcac Transportation will process complaints that are complete. Once the complaint is received, the complainant will receive an acknowledgement of receipt. If more information is needed to resolve the complaint, Semcac Transportation may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to Semcac Transportation.

If Semcac Transportation is not contacted by the complainant or does not receive the additional information within thirty (30) business days, Semcac Transportation may administratively close the complaint. In addition, a complaint may be administratively closed if the complainant no longer wishes to pursue their case.

After Semcac Transportation investigates the complaint and has consulted and received directive from MnDOT OTAT, a decision will be rendered in writing to the complainant. Semcac Transportation will issue either a Letter of Closure or Letter of Finding.

- **Letter of Finding** – This letter will summarize the complaint, any interviews conducted regarding the complaint, and explains what actions will be taken by Semcac Transportation to address the complaint.
- **Letter of Closure** – This letter will explain why Semcac Transportation has determined that the complaint does not merit accommodation under the Americans with Disabilities Act and that the complaint will be closed.

If the complainant disagrees with the decision of Semcac Transportation, an opportunity to appeal the decision may be pursued provided the complaint files notice of appeal within twenty-one (21) days of the initial decision of Semcac Transportation.

In the event of appeal, the complainant will be granted all due process, including the ability to be present additional evidence, present the case in person during an appeal hearing, and to be represented by counsel.

Note: The following information is necessary to assist us in processing your complaint.

If assistance is required to complete the form, or if you have questions, please do not hesitate to contact ADA Coordinator at (507) 634-4340 or e-mail tpcompliance@semcac.org

Return completed form:

William J. Spitzer

ADA Coordinator

Director of Transportation

400 Commerce Dr. SE

Kasson, MN 55944

tpcompliance@semcac.org



Reasonable Modification Complaint Form



Section I:				
Name:				
Address:				
Telephone (Home/Cell):			Telephone (Work):	
Email:				
Preferred contact method: ☐ Phone ☐ Email			Best time to contact you: _____	
Do you require an accessible format?	Large Print		Audio Tape	
	TTY/TDD		Other:	
Section II:				
Are you filing this complaint on your own behalf? *			Yes	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are filing:				
Please explain why you have filed for a third party:				
Have you obtained permission from this person?			Yes	No
Section III:				
If you believe you were not heard in your reasonable modification request or did not receive the services you requested, please provide as much detail concerning the incident. Semcac Transportation investigates complaints received no more than 30 days after receipt.				
Date of Alleged Discrimination (Month, Day, Year): _____ Time: _____				
Transit Line/Route: _____ Vehicle ID or Name: _____ Location: _____				
Name(s) of Employee(s) involved: _____				
Explain as clearly as possible what happened and why your reasonable modification request was not granted or did not receive the services you requested. If more space is needed, please use the back of this form.				



Reasonable Modification Complaint Form



Signature and date required below.

Signature of Person Filing Complaint

Date

If assistance is required to complete the form, or if you have questions, please do not hesitate to contact ADA Coordinator at (507) 634-4340 or e-mail tpcompliance@semcac.org

Return completed signed and dated copy to:

**William J. Spitzer
ADA Coordinator
Director of Transportation
400 Commerce Dr. SE
Kasson, MN 55944
tpcompliance@semcac.org**

