

**(Licking Bridge Builders Inc.)**  
**ADA Complaint Procedures**

If you have a complaint about the accessibility of our services or believe you have been discriminated against because of your disability, you can file a complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident.

**How do you file a complaint?**

You can call us, download and use our ADA complaint form at ([texascountytransit.com](http://texascountytransit.com)), or request a copy of the form by writing or phoning (Licking Bridge Builders's Inc., 114 Green Street, Licking, Mo 65542 573-674-3558).

You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number. (See Question 1 of the complaint form.)
- How, why, and when you believe you were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information. (See Questions 6, 7, 8, 9, 10, and 11 of the complaint form.)
- The names of any persons, if known, whom the director could contact for clarity of your allegations. (See Question 11 of the complaint form.)

Please submit your complaint form to address listed below:

Director: Cynthia Wampner  
Licking Bridge Builder's Inc. 114 Green Street, Licking, Mo 65542

**Do you need complaint assistance?**

If you are unable to complete a written complaint due to a disability or if information is needed in another format, such as braille or large print, we can assist you. Please contact us at ( 573-674-3558) or ([gercindy5@yahoo.com](mailto:gercindy5@yahoo.com)).

**How will your complaint be handled?**

(Licking Bridge Builder's Inc.) investigates complaints received no more than 180 days after the alleged incident. (Licking Bridge Builders Inc.) will process complaints that are complete. Once a completed complaint is received, (Licking Bridge Builders Inc.) will review it to determine if (your agency's name) has jurisdiction.

(Licking Bridge Builders Inc.) will generally complete an investigation within 90 days from receipt of a complaint. If more information is needed to resolve the case, (Licking Bridge Builders Inc.) may contact you. Unless a longer period is specified by (Licking Bridge Builders Inc.), you will have ten (10) days from the date of the request to send the requested information. If the

requested information is not received, (Licking Bridge Builders Inc.) may administratively close the case. A case may also be administratively closed if you no longer wish to pursue it.

After an investigation is complete, (Licking Bridge Builders Inc.) will send you a letter summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If you disagree with (Licking Bridge Builders Inc.) determination, you may request reconsideration by submitting a request in writing to (Licking Bridge Builders Inc.) director (or the appropriate title) within seven (7) days after the date of (Licking Bridge Builders Inc.) letter, stating with specificity the basis for the reconsideration. The director (Cynthia Wampner) will notify you of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, the director (Cynthia Wampner) will issue a determination letter to the complainant upon completion of the reconsideration review.

**Do I have other options for filing a complaint?**

We encourage that you file the complaint with us. However, you may file a complaint with the Missouri Department of Transportation or the Federal Transit Administration.

Missouri Department of Transportation  
External Civil Rights Division  
Title VI Coordinator  
1617 Missouri Blvd.  
P. O. Box 270  
Jefferson City, MO 65102-0270  
[www.modot.org](http://www.modot.org)

Federal Transit Administration  
Office of Civil Rights  
1200 New Jersey Avenue SE  
Washington, DC 20590