



Central Kentucky Community Action Transportation

### **ADA COMPLAINT PROCEDURE**

ADA COMPLAINT PROCEDURE and Form Accommodations are made to serve persons with disabilities in compliance with the Americans with Disabilities Act (ADA) and Section 504. Section 504 of the Rehabilitation Act of 1973 (Section 504), Titles II and III of the Americans with Disabilities Act of 1990 (ADA) and related Federal and State Laws and Regulations provide that no entity shall discriminate against an individual with a disability in connection with the provision of transportation service. This law requires federal aid recipients and other government entities to take affirmative steps to reasonably accommodate the disabled and ensure that their needs are equitably represented.

Central Kentucky Community Action Transportation Services (CKCATS) endeavors to ensure that its facilities, programs, and services are available to those with disabilities in accordance with the Americans with Disabilities Act (ADA). If you feel that your ADA protection has been violated, you may file a complaint with CKCAC Executive Director, Hal Goode at [hal.goode@ckcac.org](mailto:hal.goode@ckcac.org). The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact Human Resources, Kerri Taylor at [ktaylor@ckcac.org](mailto:ktaylor@ckcac.org) or call (270) 692-2136. The completed complaint form must be returned to Central Kentucky Community Action, PO Box 830, 332 Hood Ave Lebanon, KY 40033

The complaint procedure will be made available to the public at [www.ckcac.org](http://www.ckcac.org).