

Reasonable Modification Complaint Form

Any person who believes she or he has been discriminated against in obtaining a reasonable modification under the Americans with Disabilities Act may file a complaint by completing and submitting a Reasonable Modification Complaint Form. The transit system investigates complaints received no more than 30 days after receipt. The transit system will communicate the results of all complaints in writing or other accessible formats.

Section I. Identification:

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone (H) _____ Telephone (W) _____

E-mail Address: _____

Alternative Format Required?

(check most usable format)

☐ Large Font

☐ Braille

☐ Audio Tape

☐ Electronic File (e.g., Word or PDF)

☐ Other

(Please Specify: _____)

Section II. Filer Information:

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 complaining.

Name: _____ Relationship: _____

Please Explain why you have filed on behalf of the complainant:

Have you secured the permission of the aggrieved party if you are filing on behalf of a third party? ☐ Yes ☐ No

Section III. Complaint Details:

What is the basis for this complaint?

☐ I requested, but was not provided, a reasonable accommodation.

☐ I requested and was provided accommodation, but the accommodations were not what I asked for.

☐ I requested accommodation, but the transit system did not respond in a timely fashion.

☐ I requested an accommodation, but believe my request was unfairly denied.

☐ Other (please explain) _____

What is the nature of the complainant’s disability?

Is your complaint based on an event from a specific date? ☐ Yes ☐ No

If “Yes above what was that date? _____

Please explain as clearly as possible why you think that transit system did not provide a reasonable modification of services and/or policies to support your mobility needs. If the transit system failed to respond to your request in a timely fashion, please provide initial date of contact, the original request, and when the transit system responded. If you believe the transit system has unfairly denied your request, please state the reasons why, if applicable, list all persons who were involved.

Have you filed this complaint with any other agency? ☐ Yes ☐ No

☐ Federal Agency

☐ State Agency

☐ Civil Court

☐ None

Section IV: Signature

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge.

Signature

Date

Submit this form to:
Central Oregon Breeze
25890 Walker Road
Bend, OR 97701

You may attach any written materials or other information that you think is relevant to your complaint to this form.