

Cherokee County Transit ADA Complaint Form

It is the policy of Cherokee County Transit to comply with all the legal requirements of federal and state laws and regulations as they pertain to individuals with disabilities. Please reference the CCT ADA Compliance Policy. Any passenger can file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs or benefits by Cherokee County Transit. Please be as detailed as possible in the space below about the incident that occurred and why you feel discriminated against- attach additional pages if needed.

Name of passenger: _____

Address: _____ City: _____ State: _____

Zip Code: _____

Telephone: _____

Advocate name: _____

Relationship to passenger: _____

Telephone: _____

Complaint: _____

Signature: _____

Date: _____

CCT Office Use Only

Date complaint was received: _____

Signature of person reviewing complaint: _____

Date complaint was responded to: _____

All complaints should be submitted as soon as possible, but no later than 180 calendar days after the alleged violation, to Cherokee County Transit. Contact information is listed below. CCT will respond within 30 days of receipt.

Jennifer West, Transit Director
77 Hardin Street Murphy, NC 28906
Jennifer.west@cherokee-county-nc.gov
828-835-4548

CCT Office Use Only
Date complaint was received: _____
Signature of person reviewing complaint: _____
Date complaint was responded to: _____