# RGRTA Reasonable Modification Complaint Form

If you need assistance in another language, please call (585) 288-1700.This form has six sections. Please complete all six sections of the form. Please ensure that your complaint is postmarked or submitted within 30 days of the alleged violation. You can submit the form through USPS mail or through an electronic channel. To mail it, send completed form to Attention: RGRTA Legal Affairs Department, 1372 East Main Street, Rochester, NY 14609. To submit it electronically, attach the completed form electronically to an online complaint and submit it through Contact Us at <https://rts.secure.force.com/RTSContactUs>. You may bring the completed form in person to the front lobby at 1372 East Main Street, Rochester, NY 14609. Office hours are 8:00 AM to 5:00 PM. You may also file a complaint directly with the Department of Transportation, Departmental Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590. Phone: 202-366-4648 or TTY/Assistive Device: 202-366-9696.

## section 1: Contact Information (Required)

Instructions: Complete Section 1 to provide your name, address, email, and telephone number.

Name:       Address:

Phone:       Email:

## section 2: RTS Service Provider (Required)

Identify the service provider that allegedly denied your request.

## Section 3: Accessible Format

If you require material in an accessible format in order to use it, please indicate the format you require. Otherwise, leave blank.

## Section 4: Filing for a Third Party

If you are filing this complaint on your own behalf, skip to Section 5. If you are filing for a third party complete the questions in Section 4.

Name of the Third Party:       Your Relationship to the Third Party:

Why are you filing a complaint for a Third Party?

Did you obtain permission of the aggrieved party to file on his or her behalf? [ ]  Yes [ ]  No

## Section 5: Details About the Modification (Required)

Date on which you requested the modification (Month, Day, Year):

How did you make the request?

Explain why the modification is necessary for you to use the transportation service.

Identify the period of time for which you need the modification.

## Section 6: Attestation

Instructions: You must complete Section 6 with a signature and date.

I understand that RGRTA will conduct a review based on the submitted facts, the written complaint, and ask additional questions if necessary. RGRTA will issue a decision in writing within 30 days after the date of the review.

Signature:

Date: