

**Pemiscot Progressive Industries
201 S Pemiscot St
Hayti, MO 63851**

**Notifying the Public of Rights under American Disability Act
(ADA)**

Pemiscot Progressive Industries operates its programs and services without regard to disabilities; in accordance with Title III of the Americans with Disabilities Act of 1990.

If you believe you have been discriminated against regarding a disability by Pemiscot Progressive Industries, you may file an ADA complaint by completing, signing, and submitting the agency's ADA Complaint Form.

How to file an ADA complaint with Pemiscot Progressive Industries:

1. To obtain a Complaint Form from Pemiscot Progressive Industries, contact Pemiscot Progressive Industries 201 S Pemiscot St Hayti, MO 63851, or on our website at ppisw.org.
2. In addition to the complaint process at Pemiscot Progressive Industries, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, Region VII, 901 Locust Street, Suite 404, Kansas City, MO 64106
3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed and dated and include your contact information.

To obtain additional information about your rights under Title III of the ADA, or if information is needed in another language, contact 573-359-1551.

ADA Policy

The Americans with Disabilities Act (ADA) was signed into law in 1990. Title III of the ADA is a civil rights law that prohibits discrimination against people with disabilities in all areas of public life, including jobs, schools, transportation, and all open public and private places. The purpose of the law is to ensure that people with disabilities have the same rights and opportunities as everyone else, similar to those provided to people by the Title VI program which protects persons on the basis of race, color, sex, national origin, age, and religion.

If you believe you are being denied participation in or the benefits of transit services provided by Pemiscot Progressive Industries, or if you are being discriminated against because of your disability, you may contact the Executive Director at our office at Pemiscot Progressive Industries 201 S. Pemiscot St., PO Box 475, Hayti, MO 63851, or call 573-359-1551.

How to File an ADA Complaint

If information is needed in another language, please call (573-359-1551).

Si se necesita información en otro idioma, por favor llame al (573-359-1551).

Any person who believes she or he has been discriminated against on the basis of race, color, national origin, or disability by PPI may file an ADA complaint by completing and submitting PPI's ADA Complaint Form. PPI investigates all completed complaint forms that are filed no later than 180 calendar days following of the incident in question.

How to file a complaint:

- A complaint can be filed in writing and mailed to the following address:
Angela Hudgens, Director
Title VI Coordinator
Pemiscot Progressive Industries
PO Box 475
Hayti, MO 63851
- The preferred method is to file a complaint in writing by completing PPI's Complaint Form.
- If you do not use PPI's ADA Complaint Form, your written complaint must be signed and at minimum contain the following:
 1. Contact information including name, mailing address, telephone number(s) and email address, etc.
 2. A description of how, when, where, and why you believe you were discriminated against including location, names, and contact information of any witnesses; and
 3. Other information that you deem significant or important.
- A complaint can be filed verbally by calling Angela Hudgens, Title VI Coordinator at (573) 359-1551.
- You also have the right to file a complaint with an external entity such as the Department of Transportation (DOT), a federal or state agency, or a federal or state court.

ADA Procedure:

1. When a complaint is received by PPI, the Title VI Coordinator will provide written acknowledgement within ten (10) days by registered mail. If a complaint is incomplete, additional information will be requested, and a Complainant will be provided thirty (30) business days to submit the required information. If the information is not received within 30 business days, the case can be administratively closed by PPI. A case can also be administratively closed if the complainant no longer wishes to pursue their case.
2. Should a complaint be filed with PPI and an external entity simultaneously, the external complaint shall supersede PPI's complaint and PPI's complaint procedures will be suspended pending the external entity's findings.

How to File an ADA Complaint

3. Within fifteen (15) business days from receipt of a complete complaint, a determination will be made if the complaint has sufficient merit to warrant investigation as an ADA complaint. The Complainant will be notified of the decision, by registered mail within five (5) days of the date the decision is made. If the decision is not to investigate as a ADA complaint, the notification shall specifically state the reason for the decision.
4. Investigation
 - a) The investigation will address complaints against PPI and be conducted in conjunction with and under the advice of the City Administrator.
 - b) The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The Complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.
 - c) The investigation will be conducted and completed within sixty (60) days of the acceptance of the formal complaint.
 - d) Based upon all the information received, and investigation report will be written.
5. The Complainant will receive a letter stating the final decision by the end of the 60-day limit.
6. The Complainant shall be notified of his/her right to appeal the decision.

Pemiscot Progressive Industries, Inc.
ADA
Complaint Form

Complaints must be filed within 180 days of the alleged act of discrimination.

Section I

Name: _____

Address: _____

Telephone Numbers:

(Home) _____ (Work) _____ (Cell) _____

Electronic Mail Address: _____

Accessible Format Requirements?

Large Print _____ Audio tape _____

TDD _____ Other _____

Section II

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:

Please explain why you have filed for a third party. _____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.

Yes _____ No _____

Section III

I believe that the discrimination experienced was based on (check all that apply):

☐ Race ☐ Color ☐ National Origin (includes Limited English Proficiency)

☐ Disability

Date of alleged discrimination (Month, Day, Year): _____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved and include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of the form or another sheet of paper.

Section IV

Have you previously filed an ADA complaint with Pemiscot Progressive Industries (PPI)? Yes _____
No _____

Section V

Have you filed this complaint with any other Federal, State, or local agencies, or with any Federal or State court? ☐ yes ☐ no If yes, check all that apply and provide the name and agency or

court: ☐ Federal Agency: _____; Federal Court: _____;

☐ State Agency _____; Local Agency _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____ Title: _____

Agency: _____ Telephone Number: _____

Address: _____

Section 6

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

I affirm that I have read the above and that it is true to the best of my knowledge, information, and belief.

Signature and date required.

Complainant's Signature

Date

Please submit this form and any additional materials in person or mail to:

ATTN: Angela Hudgens, ADA Coordinator
Pemiscot Progressive Industries
201 S. Pemiscot Street
PO Box 475
Hayti, MO 63851

Pemiscot Progressive Industries use only: Date Received:

Person receiving complaint: