

Greater Glens Falls Transit (GGFT) / City of Glens Falls Anti-Discrimination Policy and Complaint Procedure

GGFT is a Department of the City of Glens Falls government. As a City Department, GGFT falls under the authority of the Glens Falls Mayor and the City's Common Council. GGFT's transportation services are funded in part with funds from the Federal Transit Administration (FTA) and the NYS Department of Transportation. GGFT operates its services without regard to race, sex, color or national origin.

Persons who feel that they have been the victim of unlawful discrimination as outlined above may file a complaint as follows (*this procedure and any subsequent proceedings will be made available in an accessible format upon request*):

- 1) Any complaints should be detailed in writing to clearly describe the nature and particulars of the alleged discrimination. In addition to this description, complaints should detail any relevant date(s), name(s) of person(s) involved, and any other details appropriate and necessary to complete a proper investigation. Complaints must be signed by the complainant and contain essential contact information to allow appropriate follow-up communication. GGFT will offer verbal transcription assistance if required. Any discrimination complaint must be filed no later than 180 days of the date of the alleged discriminatory incident.

- 2) Complaints should be submitted to the

GGFT Transportation Dir.
495 Queensbury Ave.
Queensbury, NY 12804

Tel. (518)792-1086

The GGFT Transportation Dir. will provide a copy of any complaint received to the Glens Falls City Clerk (GF City Hall, 42 Ridge St., Glens Falls, NY 12801). The complainant may elect to send a copy to the City Clerk themselves if desired. The GGFT Transportation Director will investigate the details of the complaint and provide a written response to the complainant within 60 days of formal receipt. GGFT's investigation may include additional City representatives as deemed appropriate, in addition to any representatives of the complainant. A copy of any response will also be provided to the City Clerk.

- 3) If the complainant is not satisfied with the Transportation Director's response they may appeal to the Glens Falls Mayor, Glens Falls City Hall, 42 Ridge St., Glens Falls, NY 12801. The Office of the Mayor will then provide the complainant with an additional written response within 30 days of receipt of the formal appeal.
- 4) If the complainant is still not satisfied with the Mayor's response to the appeal, they may at this point file a further appeal to:

Federal Transit Administration
Regional Civil Rights Officer
One Bowling Green – Rm 429
New York, NY 10004