

ADA Public Notice

Mark Twain Behavioral Health (MTBH) is committed to ensuring that its transportation services are accessible to all persons and strictly prohibits discrimination based on disability.

Passengers with disabilities may request modifications to current service procedures to access the service. To make a request, please complete the **Accessibility Accommodation Request Form** found on our website and email to mepperson@mtbh.org or chagan@mtbh.org. Please submit requests in advance of planned transportation with our agency. If you have a complaint about the accessibility of our services or believe you have been discriminated against because of your disability, you can file a complaint.

MTBH posts ADA notice as well as our non-discrimination statement on our agency's website and in public areas of our agency.

If you have a complaint about the accessibility of our services or believe you have been discriminated against because of your disability, you can file a complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident.

How do you file an ADA complaint with Mark Twain Behavioral Health?

1. Obtain an ADA Complaint Form from the receptionist at one of our locations or download the form from our website: www.mtbh.org.
2. You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident. The complaint should include:
 - Your name, address and telephone number. (See Question 1 of the complaint form.)
 - How, why, and when you believe you were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information. (See Questions 6, 7, 8, 9, 10, and 11 of the complaint form.)
 - The names of any persons, if known, whom the director could contact for clarity of your allegations. (See Question 11 of the complaint form.)

Please submit your complaint form to address listed below:

Celia Hagan, Title VI Coordinator
Mark Twain Behavioral Health
154 Forrest Drive
Hannibal, MO 63401

Email: chagan@mtbh.org

Fax: 573.221.4380

Do you need complaint assistance?

If you are unable to complete a written complaint due to a disability or if information is needed in another format, such as braille or large print, we can assist you. Please contact us at 573-221-2120) or (chagan@mtbh.org).

How will your complaint be handled?

Mark Twain Behavioral Health (MTBH) investigates complaints received no more than 180 days after the alleged incident. Mark Twain Behavioral Health will process complaints that are complete. Once a completed complaint is received, MTBH will review it to determine if MTBH has jurisdiction.

Mark Twain Behavioral Health will generally complete an investigation within 90 days from receipt of a complaint. If more information is needed to resolve the case, MTBH may contact you. Unless a longer period is specified by MTBH, you will have ten (10) days from the date of the request to send the requested information. If the requested information is not received, MTBH may administratively close the case. A case may also be administratively closed if you no longer wish to pursue it.

After an investigation is complete, Mark Twain Behavioral Health will send you a letter summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If you disagree with MTBH's determination, you may request reconsideration by submitting a request in writing to MTBH Title VI Coordinator within seven (7) days after the date of MTBH's letter, stating with specificity the basis for the reconsideration. The Title VI Coordinator will notify you of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, the Title VI Coordinator will issue a determination letter to the complainant upon completion of the reconsideration review.

Do I have other options for filing a complaint?

We encourage that you file the complaint with us. However, you may file a complaint with the Missouri Department of Transportation or the Federal Transit Administration.

Missouri Department of Transportation
External Civil Rights Division
Title VI Coordinator
1617 Missouri Blvd.
P. O. Box 270
Jefferson City, MO 65102-0270
www.modot.org

Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590