

GTS ADA Complaint Process

If you believe that you or another person has been, or have witnessed someone being harassed, discriminated against, or bullying behavior toward other employees, persons seeking or receiving agency services or having other business relations with GCCAC, you are strongly encouraged to report the incident(s) in writing or verbally by using any of the following procedures:

1. directly to their immediate supervisor/director, or supervisor/director or a vice president or president;
2. Human Resources Director;
3. Supervisors/Directors must report any complaints or misconduct under this policy promptly to a designated organization representative including but not limited to a vice president or president or the Human Resources Director for further action;
4. upon receipt, Human Resources must promptly conduct an investigation and resolution;
5. Investigation.

All reports will be investigated promptly and thoroughly by Human Resources. After completion of the investigation, the investigator will prepare a written report and recommendation, which will be forwarded to the appropriate Department Director/Vice President or President.

Information will be disclosed on a need-to-know basis for the purpose of investigating and resolving the complaint. Upon conclusion of the investigation, the complaining party will be advised that the investigation has been completed and appropriate action taken. The accused will be notified of the investigations results and any remedial action.

Upon notification, Garrett Transit Service will consider requests for reasonable modification to its existing ADA service policies or practices in order to ensure accessible services. Please contact 301-533-9010 to make a request.