

If you have a complaint about the accessibility of our transit system or service, 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 a complaint?

You can call us, download, and use our ADA complaint form (link below), or request a copy of the form by writing to Scenic Rivers Industries, Inc. PO Box 64 Salem, MO, 65560 or by calling (573) 729-6264.

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:

Thomas Ede, Manager

Scenic Rivers Industries, Inc.

PO Box 64

Salem, MO 65560

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 language we can assist you.

How will your complaint be handled?

Scenic Rivers Industries, Inc. investigates complaints received no more than 180 days after the alleged incident. Scenic Rivers Industries, Inc. will process complaints that are complete.

Once a completed complaint is received, Scenic Rivers Industries, Inc. will review it to determine

if Scenic Rivers Industries, Inc. has jurisdiction.

Scenic Rivers Industries, Inc. will generally complete an investigation within 90 days from receipt of a complaint. If more information is needed to resolve the case, Scenic Rivers Industries, Inc. may contact you. Unless a longer period is specified by Scenic Rivers Industries, Inc., you will have ten (10) days from the date of the request to send the requested information. If the requested information is not received, Scenic Rivers Industries, Inc. 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, Scenic Rivers Industries, Inc. 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 Scenic Rivers Industries, Inc.'s determination, you may request reconsideration by submitting a request in writing to Scenic Rivers Industries, Inc.'s director within seven (7) days after the date of the Scenic Rivers Industries, Inc. letter, stating with specificity the basis for the reconsideration. The director 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 director 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

Scenic Rivers Industries, Inc. ADA COMPLAINT FORM – [CLICK HERE](#)

If you have a complaint about the accessibility of our transit system or believe you have been discriminated against because of your disability, you can use this form to file a

complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident.

Please mail or return this form to:

Thomas Ede, Manager

Scenic Rivers Industries, Inc.

PO Box 64

Salem, MO 65560

tom@scenicriversind.org

Fax 573-729-6739

[SRI Title VI Notice to the Public](#)