

ADA Complaint Process:

Any ADA related complaints may be submitted in writing to:

GGFT Transportation Director

495 Queensbury Ave

Queensbury, NY 12804

Complaints should include necessary information about the specific nature of the complaint including, but not necessarily be limited to: dates/times/locations of any alleged incidents, a description of what the complaint is and how it relates to the ADA, a description of what, if any, corrective action is sought, name and contact information of the complainant. Complainants may use GGFT's Anti-Discrimination Complaint Form if they wish (available on GGFT's website on Form page)

The Transportation Director will respond in writing to the complainant regarding any allegations within 10 business days. Alternatively, a verbal, or other accessible media response will be provided if requested.

If for any reason the Transportation Director is unavailable to respond, an alternate GGFT representative will be designated to respond to the complaint. All complaints will be documented.