

Spartanburg Medical Center Transportation Services ADA Disability Discrimination Policy and Procedure

Spartanburg Regional County Transportation Services has established a process of resolving and/or addressing complaints of discrimination based on a disability. Any person who believes they have been discriminated against can file a complaint by completing a complaint form with our office. A supervisor will be responsible for overseeing completing the form and responding to complaints of a disability-based discrimination.

All information related to transportation services will be provided in alternate formats upon request. Alternate accessible formats may include but are not limited to Braille, audio and large print.

How to file a complaint

A complaint can be filed orally or in writing with Spartanburg Medical Center Transportation Services at the address below:

Spartanburg Medical Center Transportation Services
693 North Church Street
Spartanburg, SC 29303
Phone: 864-560-4118 Option 1 or
Phone: 1-800-277-7762

Complaints must contain the name, address and the telephone number of the individual or representative filing the complaint; an explanation of the alleged discrimination or denial of service; and the date that the violation occurred. Additional information may be attached with the completed form, if needed.

Complaints filed with Spartanburg Medical Center Transportation Services will be maintained for a period of seven (7) years.