

## **Spartanburg Medical Center Transportation Services ADA Disability Discrimination Policy and Procedure**

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

All information related to transportation services will be provided in alternate formats upon request. Alternate accessible formats will include but is 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 Department at the address below within 30 days:

Spartanburg Medical Center Transportation Services  
Attn: Manager – Transport Services  
693 North Church Street  
Spartanburg, South Carolina 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 and an explanation of the alleged discrimination or denial of service, and the date that the violation occurred. Addition information may be attached with the completed form if needed.

Spartanburg Medical Center Transportation Services will investigate the complaint and respond within 15 business days. Complaints filed with Spartanburg Medical Center Transportation Services will be maintained for a period of seven (7) years.