

# GUAM PUBLIC TRANSIT SYSTEM GENERAL INFORMATION

## GRIEVANCE REVIEW AND APPEALS BOARD

For more Information Telephone:  
475-4686/4616/4620



# INTRODUCTION:

The Guam Regional Transit Authority (GRTA) has established the Guam Public Transit Grievance Review



and Appeals Board. Furthermore, GRTA has adopted its internal Grievance Review and Appeals Procedures for the purpose itself, an avenue of rectifying any alleged violation of the goals, policies, operational procedures, requirements and provisions, as well as local and federal laws.

The right of a person to prompt and equitable resolution of a complaint as the U.S. Department of Transportation or the U.S. Department of Justice. These rules are intended to protect the rights of interested persons to meet appropriate due process standards and to assure that local and federal regulations including the American with Disabilities Act (ADA).

## **OBJECTIVE:**

It is the intent and objective of the Guam Regional Transit Authority that the Grievances Review and Appeals Procedures will provide for:

a. The prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Transportation regulations implementing Title II of the ADA, that no otherwise qualified disabled individual shall solely by reason of disability be excluded from the participation in, be denied the benefits of, or be subject to discrimination under any program or activity sponsored by the Guam Regional Transit Authority.

b. Resolving any action, directly or indirectly caused by GRTA, its service provider, or another individual that may adversely affect the safe and efficient transport of a passenger .

c. Resolving complaints at the local level without requiring the complainant to resort to the Federal Complaint Procedures.



# Filing a Complaint:

All complaints must be in writing and submitted to:

***Interim Executive Manager  
Guam Regional Transit Authority  
P.O. Box 2896  
Hagatna, Guam  
96932***



All Complaints should include the name and address of the person filing the complaint and be specific as to the exact date, time, place and details with complete description as well as any witnesses.

For more information call the Guam Regional Transit Authority at 475-4686/4616/4620.

