

April 28, 2016

IFA Title VI and ADA Complaint Process

The General Manager's office is responsible for Title VI and ADA compliance and will receive and investigate complaints through the IFA's Title VI and ADA Complaint Procedures.

The IFA is committed to a policy of non-discrimination in the conduct of its business, including its Title VI and ADA responsibilities to the delivery of equitable and accessible transportation services. Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin; believes that he or she has been discriminated against because of a disability; or has a complaint about the accessibility of our ferry system or service may file a Title VI complaint with the IFA within 180 days from the date of the alleged discrimination.

Complaints may be filed with the IFA in writing and may be addressed to General Manager, Inter-Island Ferry Authority, PO Box 470, Klawock, AK 99925. We encourage use of the Title VI/ADA Complaint Form, available at all terminals and vessels, or by calling 907-530-4800 ext. 27, or online at www.interislandferry.com.

If the complainant has limited proficiency in English and needs information in another language, contact IFA Title VI/ADA Coordinator at 907-530-4800 ext. 27 or by email at customerservice@interislandferry.com.

All complaints will be investigated within 30 business days of receipt. Once received, the complaint will be recorded and investigated. In instances where additional information is needed, the investigator will contact the complainant in writing. Complainant will be required to provide the additional information within 30 business days of the letter's postmark. Failure of the complainant to provide the requested information within this time frame may result in the administrative closure of the complaint or a delay in its resolution.

Based upon receipt of all information required, the investigation shall be completed within 30 business days of receipt of required information. Also within those 30 days the investigator will make a final determination and advise the complainant of one of the following: a Letter of Closure, determining that there was no Title VI or ADA violation and what actions will be taken to address it or a Letter of Finding, determining that there had been a Title VI or ADA violation and what actions will be taken to address it. If the complainant wishes to appeal the decision she/he has 30 business days from the postmark on the Letter of Determination to do so.

A person may also file a complaint directly with the Alaska Department of Transportation & Public Facilities (AKDOT&PF), at ADA Coordinator, 2200 E. 42nd Avenue, Anchorage AK 99519 or Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Ave SW, Washington DC 20590.