



DON C. WILLIS  
DIRECTOR

P.O. BOX 227, GOLDSBORO, NC 27533

SHYCOLE SIMPSON-CARTER  
CHAIRMAN

### **ADA Complaint Procedures**

Goldsboro-Wayne Transportation Authority (GWTA) staff are available to assist passengers with questions, comments, and ADA complaints. All questions, comments, and complaints should be directed by phone, in writing, or through the GWTA website.

Phone inquiries may be made by calling 919-736-1374.

Mail inquiries may be sent to GWTA, 103 N. Carolina St., Goldsboro, NC 27530

Website inquiries may be made by using the Contact Us link at [ridegwta.com](http://ridegwta.com).

Complaints should be reported as soon as possible after the incident to ensure proper handling. When filing a complaint, please provide the following information.

- Explanation of incident or complaint
- Your name, address, and phone number
- Date, time, and location of the incident
- The vehicle number and/or driver's name

GWTA personnel will make every effort to address your concerns promptly, and in all cases within ten (10) business days. The response will be provided in written form and will provide specific reasons explaining resolution of the complaint.

If you are not satisfied with the response given to you by GWTA, you may contact the GWTA Director in writing within five (5) days of receipt of the complaint resolution. The Director will respond by call and also in writing within five (5) days providing a final resolution to any appeal. The final resolution will also provide specific reasons explaining resolution of the complaint.

### **GWTA TRANSIT**

PHONE: (919) 736-1374 • WEBSITE: [RIDEGWTA.COM](http://RIDEGWTA.COM) • FAX: (919) 731-1558