



PROCEDURES FOR FILING A COMPLAINT WITH KAT Under the Americans with Disabilities Act (ADA)

Anyone who wishes to file a complaint alleging discrimination on the basis of their disability in the provision of KAT service, programs or activities may submit a complaint by contacting:

Isaac Thorne, Director of Transit for the City of Knoxville

1135 E Magnolia Avenue, Knoxville, TN 37917

Telephone: 865-215-7824

Email: ithorne@katbus.com

or

Pat Downs, Chief Administrative Officer for KAT

301 E Church Avenue, Knoxville, TN 37915

Telephone: 865-215-7831

Email: pdowns@katbus.com

You may also file a complaint by completing the ADA Complaint Form available on the KAT website at www.katbus.com. The form may be completed and submitted through the KAT website. KAT's website is ADA compliant for persons with visual disabilities. Information is available in accessible formats upon request. If reasonable accommodation is needed in order to file a complaint, please use the contact information above to make a request.

Any complaint will be investigated and a response will be provided promptly to the individual making the complaint.