



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

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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, Executive Director of KAT for the City of Knoxville  
1135 E Magnolia Avenue, Knoxville, TN 37917

Telephone: 865-215-7824

Email: [ithorne@katbus.com](mailto:ithorne@katbus.com)

or

Bobby Edwards, Director of Transit for KAT  
1135 E Magnolia Avenue, Knoxville, TN 37917

Telephone: 865-215-7829

Email: [bedwards@katbus.com](mailto:bedwards@katbus.com)

You may also file a complaint by completing the ADA Complaint Form available on the KAT website at [www.katbus.com](http://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.