

ADA Complaint and Reasonable Modification Request Form



JAX is committed to providing safe, reliable, courteous, accessible and user-friendly services to its customers. To ensure equality and fairness, JAX is committed to making reasonable modifications to its policies, practices and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities. Complaints regarding ADA Policy can be made by using this form, contacting us by phone, or by using our online ADA Complaint and Reasonable Modification Request Form.

Preferred Contact Method: Email ☐ Phone ☐ U.S. Mail ☐

First Name: _____ Last Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ Email: _____

Briefly describe your ADA Complaint or ADA Reasonable Modification Request:

Please send this form via U.S. Mail, email, or deliver in person to the contact information below. You may attach any written materials or other information that you think is relevant to your complaint to this form.

JAX Chief Safety Officer
975 Charles Road
Carbondale, Illinois 62901
cso@ridejax.com | 618.549.0304