

The Arc Jefferson – St. Lawrence ADA Complaint Policy and Procedures

POLICY

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination on the basis of a disability. **The Arc Jefferson – St. Lawrence** shall not exclude an individual with a disability, from participating in or be denied the benefits of the services, programs, activities, transit system or a facility. **The Arc Jefferson – St. Lawrence** will not discriminate against individuals with disabilities. Any person who believes that they have been discriminated against, or denied access to our services, programs, activities, transit system or facilities because of their disability may submit a complaint directly to **The Arc Jefferson – St. Lawrence**

COMPLAINT PROCEDURES

A written complaint should be made within 30 calendar days of the alleged incident to facilitate a prompt investigation and resolution. The written complaint should be as specific as possible and include the date the incident occurred, names of individuals involved, the facility, programs, services or activities involved, the nature of the problem and a proposed resolution. Include your full name, contact information and best method to reach you.

Mail or email the complaint to:

Amy J Dwyer, Chief Human Resources Officer
PO Box 41
Watertown, NY 13601
Office: 315-836-1225
Cell: 315-777-7268
Fax: 315-788-8557
Email: ajdwyer@thearcjslc.org

If you need an alternative method to provide your complaint, you may contact the ADA Coordinator and either provide a verbal complaint or request information in accessible formats to be able to submit your complaint.

Within 10 days after receipt of the complaint, the ADA Coordinator will contact the complainant, by mail, email, telephone or video conference, to discuss the complaint and to find a resolution. Within 30 calendar days of the discussion, the ADA Coordinator will provide a written explanation on the outcome of the complaint. A summary of the complaint and its closure will be kept for five years.

If the complainant is not satisfied with the outcome, the complainant, may appeal the decision, within 45 days to New York State Department of Transportation (see below).

As an alternative to filing an ADA complaint directly with **The Arc Jefferson – St. Lawrence**, a complaint may be submitted directly to:

- New York State Department of Transportation
Office of Diversity and Opportunity
50 Wolf Road, 6th Floor
Albany, NY 12232
(518) 457-1129 Fax (518) 549-1273
OCR-TitleVI@dot.ny.gov

- Federal Transit Administration
Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR,
1200 New Jersey Ave., SE Washington, DC 20590

Questions concerning this policy and procedures may be directed to the The Arc Jefferson – St. Lawrence, Chief Human Resources Officer at (315) -836-1225 or at ajdwyer@thearcjslc.org.