



## **ADA COMPLAINT POLICY FOR RIDERS, CONSUMERS, CLIENTS, AND EMPLOYEES**

### **THE AMERICANS WITH DISABILITIES ACT (ADA)**

The Americans with Disabilities Act of 1990 (ADA) is landmark federal legislation that opens up services and employment opportunities to the millions of Americans with disabilities. The ADA affects access to employment; state and local government programs and services; transportation, and access to places of public accommodation such as businesses, non-profit service providers; and telecommunications.

### **AGENCY ADA COMMITMENT AND COMPLIANCE**

Catholic Charities of the Archdiocese of Newark, Mount Carmel Guild Behavioral Health System, and Mount Carmel Guild Schools Corporation (collectively “the Agency”) are committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis on their disability as provided by the Americans with Disabilities Act.

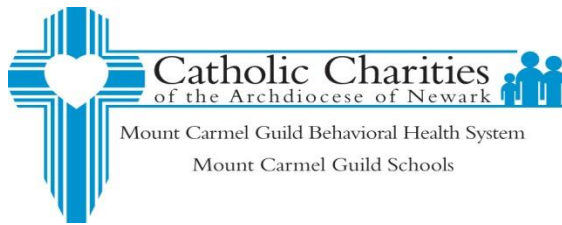
Agency management, and all supervisors and employees share direct responsibility for carrying out the Agency’s commitment to the ADA. The Agency, through the Human Resources Department and the Agency’s Client Rights Advocate Office, ensures accountability in this commitment, and supports all parts of the organization in meeting their respective ADA obligations. The Human Resources Department with respect to employees and the Agency’s Client Rights Advocate Office with respect to riders, clients, and consumers coordinate internally with all appropriate offices in the investigation of complaints of discrimination. The Human Resources Department takes a lead role in responding to requests for information about Agency civil rights obligations and operations.

### **ADA Complaints**

If you wish to file an ADA complaint of discrimination with the Agency, please contact the Agency’s Human Resources Department at 973-639-6633, 973-596-4120, [humanresources@ccannj.org](mailto:humanresources@ccannj.org), or 590 N. 7<sup>th</sup> Street, Newark, New Jersey 07107. **The Agency does not require the use of a complaint form because it does not require that the complaint be set forth in writing.** All rider, consumer, and client ADA complaints of discrimination will be routed by Human Resources to the Agency’s Client Rights Advocate Office for a response. The Human Resources Department responds to all employee complaints of discrimination. Per Agency policy and procedure, complaints of discrimination are not required to be submitted in writing and may be submitted verbally. Upon receiving the complaint, an in person meeting will be scheduled as soon as possible by the appropriate office (the Human Resources Department or the Agency’s Client Rights Advocate Office). At the meeting, the complainant will be asked to submit contact information, provide all details of the alleged discriminatory incident (including dates, location, and names of witnesses), and identify whether a complaint for the same incident has been filed with any other state, federal or local agencies. After the in person meeting, the complainant will receive a written acknowledgement from the Agency office responding to the complaint that summarizes the allegations and confirms the contact information provided.

### **What Happens to my ADA Complaint of Discrimination to the Agency?**

All employee ADA complaints of discrimination received by Human Resources will be investigated by Human Resources for prompt review and resolution in accordance with the Agency’s policy and procedure on reporting complaints of harassment and discrimination as set forth in the Employee Handbook. All rider, consumer, and client ADA complaints of discrimination are routed to the Agency’s Client Rights Advocate Office for prompt investigation and resolution. All complaints received will be investigated, so long as the complaint is received within 180 days from the date of the alleged discrimination or, for employees, within the appropriate time set forth by Agency policy in the Employee Handbook. The Agency will provide appropriate assistance to complainants who are limited in their ability to communicate in English or require an



accommodation. Complainants will be requested to leave contact information for follow-up about their complaints.

The Agency aims to complete investigations into all complaints received, within 20 working days of receipt, unless additional time is required for investigation. In instances where additional information is needed to complete an investigation, the office conducting the investigation will contact the complainant using the contact information provided. Failure of the complainant to provide contact information or any requested additional information may result in a delay in resolution, or the administrative closure of the complaint. The Agency has a zero tolerance policy on discrimination and will take appropriate corrective measures in all instances where a violation of the Agency's non-discrimination policy has been established.

Once a complaint investigation is complete, complainants will receive a written notice of finding via email or regular mail, whichever is identified as the preferred/available mode of contact. If no contact information is provided, a note regarding the outcome of the investigation will be saved on file for a minimum of three years. Complainants can contact the Human Resources Department or the Agency Client Rights Advocate, whichever office is conducting the investigation, at any time to check on the status of their complaint.

**Filing a Complaint Directly to the Federal Transit Administration:**

A complainant that is a rider or passenger of any of the Agency's buses or passenger vans may choose to file a Title VI complaint with the Federal Transit Administration by contacting the Administration at:

Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

**Further questions about Agency ADA Obligations**

If you wish to file an ADA complaint of discrimination or request for reasonable modification, or need information on the Agency's non-discrimination obligations and other responsibilities related to ADA, please call 973-596-4120 or 973-639-6633, email [humanresources@ccannj.org](mailto:humanresources@ccannj.org), or write to:

CCAN, MCGBH or MCGSC  
590 N. 7<sup>th</sup> Street  
Newark, NJ 07107  
ATTN: HR

**Again, the Agency does not require the use of a complaint form because it does not require that the complaint be set forth in writing.**

**IF YOU REQUIRE INFORMATION IN ANOTHER LANGUAGE OR AN ALTERNATIVE FORMAT, PLEASE CONTACT 973-596-4120.**