

# **ADA COMPLAINT POLICY**

## **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.

## **CITY OF PLEASANTVILLE'S ADA COMMITMENT AND COMPLIANCE**

**THE CITY OF PLEASANTVILLE** is 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.

**THE CITY OF PLEASANTVILLE's** management and all supervisors and employees share direct responsibility for carrying out the **CITY OF PLEASANTVILLE's** commitment to the ADA. The **CITY OF PLEASANTVILLE's** Public Works Department ensures accountability in this commitment, and supports all parts of the organization in meeting their respective ADA obligations. James Hubbard or Mark Alexander, Assistant Superintendents of Public Works will coordinate internally with all appropriate offices in the investigation of complaints of discrimination, and takes a lead role in responding to requests for information about the **CITY OF PLEASANTVILLE'S** civil rights obligations and operations.

## **ADA COMPLAINTS**

If you wish to file an ADA complaint of discrimination you may use the online form or contact the **CITY OF PLEASANTVILLE**, ATTN: ADA Officer 18 N. First St, Pleasantville, NJ 08232 or call (609) 484-3623.

## **What happens to my ADA Complaint of Discrimination to the CITY OF PLEASANTVILLE?**

All ADA complaints of discrimination received by the **CITY OF PLEASANTVILLE** are routed to local area management 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. The **CITY OF PLEASANTVILLE** will provide appropriate assistance (online and otherwise) to complainants who are limited in their ability to communicate in English or require accommodation. Complainants will be requested to leave contact information for follow-up about their complaints.

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The **CITY OF PLEASANTVILLE** aims to complete investigations into all complaints received, within 90 days or receipt. In instances where additional information is needed to complete an investigation, the investigator 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 **CITY OF PLEASANTVILLE** has a zero tolerance policy on discrimination and will take appropriate corrective measures in all instances where a violation of the **CITY OF PLEASANTVILLE's** non-discrimination policy has been established.

Once a complaint investigation is complete, complainants will receive a notice of finding via their preferred/available mode of contact (phone, E-mail, US post, etc.). 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 **CITY OF PLEASANTVILLE** ADA Officer at any time to check the status of their complaint.

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

A complainant may choose to file an ADA Complaint with the Federal Transit Administration by contacting the Administration at:

**Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 50590**

### **Further questions about CITY OF PLEASANTVILLE ADA Obligations**

For additional information on the **CITY OF PLEASANTVILLE's** non-discrimination obligations and other responsibilities related to ADA, please call (609) 484-4623 or write to:

**CITY OF PLEASANTVILLE  
ATTN: ADA Officer  
18 N. First Street  
Pleasantville, NJ 08232**