

# ADA Complaint Procedure

## 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.

## NEW JERSEY INSTITUTE FOR DISABILITIES ADA COMMITMENT AND COMPLIANCE

The New Jersey Institute for Disabilities (NJID) 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.

NJID management, and all supervisors and employees share direct responsibility for carrying out NJID's commitment to the ADA. The NJID Corporate Compliance Officer ensures accountability in this commitment, and supports all parts of the organization in meeting their respective ADA obligations. The NJID Corporate Compliance Officer coordinates internally with all appropriate offices in the investigation of complaints of discrimination, and takes a lead role in responding to requests for information about NJID's civil rights obligations and operations.

## ADA Complaints

If you wish to file an ADA complaint of discrimination with NJID, please contact NJID's Corporate Compliance Officer, Kathie Joyce-Medvitz, at (732) 590-1948. You may also fill out the form below and mail it to:

New Jersey Institute for Disabilities  
Attention: Corporate Compliance Officer  
10A Oak Drive  
Edison, NJ 08837

## What Happens to my ADA Complaint of Discrimination to NJID?

All ADA complaints of discrimination received by NJID 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. NJID will provide appropriate assistance 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.

NJID aims to complete investigations into all complaints received, within 90 days of receipt. In instances where additional information is needed to complete an investigation, the investigator will contact the complainant

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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. NJID has a zero tolerance policy on discrimination and will take appropriate corrective measures in all instances where a violation of NJID'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, U.S. 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 NJID's Corporate Compliance Officer at any time to check on the status of their complaint.

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

A complainant 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 NJID's ADA Obligations**

For additional information on NJID's non-discrimination obligations and other responsibilities related to ADA, please call (732) 590-1948 or write to:

New Jersey Institute for Disabilities  
Attention: Corporate Compliance Officer  
10A Oak Drive  
Edison, NJ 08837

## ADA Complaint Form

The New Jersey Institute for Disabilities (NJID) is committed to ensuring that no person is denied access to its services, programs, or activities on the basis of their disabilities, as provided by Title II of the Americans with Disabilities Act of 1990 ("ADA"). ADA complaints must be filed within 180 days from the date of the alleged incident.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, or if you would like to make a verbal complaint, please contact NJID's Corporate Compliance Officer, Kathe Joyce-Medvitz, at (732) 590-1948 or at:

New Jersey Institute for Disabilities  
Attention: Corporate Compliance Officer  
10A Oak Drive  
Edison, NJ 08837

Complainant: \_\_\_\_\_

Phone: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Person Preparing Complaint (if different from Complainant): \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Date of Incident: \_\_\_\_\_

Please describe the alleged discriminatory incident, including the location(s), if applicable. Provide the names and titles of NJID employees involved, if available.

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## ADA Complaint Form

Description of incident continued:

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Have you filed a complaint with any other federal, state, or local agencies? Yes / No (Circle One).  
If yes, list agency/agencies and contact information below:

Agency Contact Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_

I affirm that I have read the above charge and that it is true to the best of my knowledge, information, and belief.

\_\_\_\_\_  
Complainant's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name of Complainant

Date Received: \_\_\_\_\_

Received By: \_\_\_\_\_