

# Van Wert County Council on Aging

## ADA Complaint Procedure

November 2014

Any person who believes she or he has been discriminated against on the basis of a disability by the Van Wert County Council on Aging (hereinafter referred to as VWCCOA) may file a ADA complaint by completing and submitting the agency's ADA Complaint Form. If the incident involves transportation VWCCOA investigates complaints received no more than 180 days after the alleged incident. The ADA Coordinator will report the complaint to the agency's ODOT representative. The VWCCOA will process complaints that are complete. Kevin Matthews is the designated ADA Coordinator.

Once the complaint is received, the ADA coordinator will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The Van Wert County Council on Aging has 14 days to investigate the complaint. If more information is needed to resolve the case, the VWCCOA may contact the complainant. The complainant has 14 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 14 business days, the VWCCOA can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 14 days after the date of the letter or the LOF to do so. A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language then contact: Executive Director, 220 Fox Rd., Van Wert, OH 45891; phone 419-238-5011; fax 419-238-5054; e-mail: [vwaging@vwcouncilonaging.com](mailto:vwaging@vwcouncilonaging.com)