

Newaygo County Commission on Aging Procedure to File a Complaint Under the Americans with Disabilities Act (ADA)

If you believe you, or another person has been discriminated against under Title II and III of the American Disability Act of 1990 by Newaygo County Commission on Aging or one of our employees, you can file a complaint by mail, fax, or email at:

Brad Hinken, Director
Newaygo County Commission on Aging
93 South Gibbs Street; P.O. Box 885
White Cloud, Michigan 49349
Brad.hinken@co.newaygo.mi.us (231)689-0871 (fax)

Take the first step: Before filing your complaint, you may contact the Newaygo County Commission on Aging's ADA Coordinator to discuss your concerns. The ADA Coordinator can look into the issue and try to come up with an acceptable resolution to the situation. If you would like additional information you may contact Newaygo County Commission on Aging's ADA Coordinator.

You can file a complaint against Newaygo County Commission on Aging using the following procedures:

- File a written complaint with the Newaygo County Commission on Aging's ADA Coordinator as soon as possible, but no later than 60 calendar days after the alleged violation.
- The written complaint should be submitted by the grievant and/or designee.
- Alternative means of filing complaints – such as a personal interview or a tape recording – will be made available on request by people with disabilities.
- The written complaint should contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem.
- Within 15 calendar days after receiving the complaint, a Newaygo County Commission on Aging official will meet with the complainant to discuss the complaint and possible resolutions.
- Within 15 calendar days of the meeting, the Newaygo County Commission on Aging's ADA Coordinator will respond in writing or by other appropriate accessible format. The response will explain the position of the Newaygo County Commission on Aging and offer options for substantive resolution of the complaint.
- If the response by the Newaygo County Commission on Aging's ADA Coordinator does not resolve the issue, the complainant and/or designee may appeal the decision within 15 calendar days after receiving the response to the Federal Transit Administration Office for Civil Rights.
- All written documents in the process will be retained by Newaygo County Commission on Aging for at least one year.

Alternative formats and language translations for this document are available on request.
Attachment C