Township of Washington 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.

Washington Township ADA Commitment and Compliance

Washington township 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 American with Disabilities Act.

Washington Township management, and all supervisors and employees share direct responsibility for carrying out the Washington Township commitment to the ADA. The Township of Washington's ADA Coordinator ensures accountability in this commitment, and supports all parts of the organization in meeting their respective ADA obligations. ADA Coordinator 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 the Washington Township civil rights obligations and operations.

ADA Complaints

If you wish to file an ADA complaint of discrimination in Washington Township, please contact the Township of Washington, Janine Smiley, Human Resources Manager, ADA Coordinator at 856-589-0520 ext. 2211 or the Township website at www.townshipnj.com for our online complaint form.

The complaint should be in writing and contain specifics regarding the alleged discrimination. Complainant must state his/her name, address, phone number and the date and description of the discriminatory action(s). Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available to persons with disabilities upon request.

What Happens to my ADA Complaint of Discrimination to Washington Township?

All ADA complaints of discrimination received by Washington Township 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 60 calendar days from the date of the alleged discrimination. Washington Township 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.

Washington Township aims to complete investigations into all complaints received, within 15 days of 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. Washington Township has a zero-tolerance policy on discrimination and will take appropriate corrective measures in all instances where a violation of Washington Township 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. postal service, 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 Township of Washington ADA Coordinator 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 Washington Township ADA Obligations:

For additional information on Washington Township non-discrimination obligations and other responsibilities related to ADA, please call 856-589-0520 ext. 2211 or write to:

Washington Township
523 Egg Harbor Road
Sewell, NJ 08080

Attn: ADA Coordinator