

## Township of Washington 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. Washington Township, Business Administrator, ensures accountability in this commitment, and supports all parts of the organization in meeting their respective ADA obligations. The Business Administrator 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 Washington Township, please contact the Township of Washington via 856-589-3227 or the Township website at [www.townshipnj.com](http://www.townshipnj.com) for our online complaint form.

### **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 180 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 90 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 Washington Township Parks and Recreation 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, 5<sup>th</sup> 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 856-589-3227 or write to:

Washington Township  
P.O. Box 1106  
Turnersville, NJ 08012

Attn: Director of Municipal Services