

## Complaint Process

Neighborhood Alliance has a process for investigating and tracking complaints from qualified individuals. These procedures shall be posted on the Neighborhood Alliance's website and will be provided to any individual where the Neighborhood Alliance has denied a request for accommodation. The process and any forms necessary to file a complaint are readily available from the web. Alternative means of filing complaints, such as personal interviews, phone calls, or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing or upon request.

Any person who believes she or he has been discriminated against in obtaining a reasonable modification may file a complaint by completing and submitting a Neighborhood Alliance's Reasonable Modification Complaint Form. Neighborhood Alliance investigates complaints received no more than 30 days after receipt. Neighborhood Alliance will process complaints that are complete. Once the complaint is received, the complainant will receive an acknowledgement of receipt. If more information is needed to resolve the complaint, Neighborhood Alliance may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to Neighborhood Alliance.

If Neighborhood Alliance is not contacted by the complainant or does not receive the additional information within 30 business days, the Neighborhood Alliance may administratively close the complaint. In addition, a complaint may be administratively closed if the complainant no longer wishes to pursue their case.

After Neighborhood Alliance investigates the complaint, a decision will be rendered in writing to the complainant. Neighborhood Alliance will issue either a Letter of Closure or Letter of Finding.

- ◆ **Letter of Finding** – This letter will summarize the complaint, any interviews conducted regarding the complaint, and explains what actions will be taken by Neighborhood Alliance to address the complaint.
- ◆ **Letter of Closure** – This letter will explain why Neighborhood Alliance has determined that the complaint does not merit accommodation under the Americans with Disabilities Act and that the complaint will be closed.

If the complainant disagrees with the decision of Neighborhood Alliance, an opportunity to appeal the decision may be pursued provided the complainant files notice of appeal within 21 days of the initial decision of Neighborhood Alliance.

In the event of appeal, the complainant will be granted all due process, including the ability to be present additional evidence, present the case in person during an appeal hearing, and to be represented by counsel.

DESIGNATED EMPLOYEE

Neighborhood Alliance shall designate one official within the organization responsible for processing reasonable modification requests and handling complaints. This individual is:

Transit Coordinator  
Neighborhood Alliance  
265 Washington Ave., Elyria OH 44035  
740-835-8474

RECORD RETENTION

Neighborhood Alliance will maintain all records related to reasonable modification requests and denials for at least three (3) years.