

Americans with Disabilities Act (ADA) Complaint Procedures

Purpose. The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and supports equal opportunity and access for persons with disabilities. Tableland Services, Inc. (Tableland or the Agency) is committed to ensuring that no qualified individual with a disability is excluded from participation in, denied the benefits of, or subjected to discrimination on the basis of disability in any of the Agency's programs, services, or activities.

Agency Commitment

Tableland is committed to:

- Providing programs, services, and activities without discrimination on the basis of disability;
- Promoting full and fair participation of affected populations in Agency programs, services, activities, and related decision-making;
- Preventing the denial, reduction, or delay of benefits related to programs, services, and activities that serve people with disabilities; and
- Providing meaningful and equal access to programs, services, and activities for people with disabilities.

Management and employees share responsibility for carrying out the Agency's ADA commitment. Tableland's Human Resources Director is responsible for administering the ADA complaint process and for receiving and coordinating the investigation of ADA complaints involving Tableland programs, services, or activities.

Who May File and When

Any person who believes they have been subjected to disability discrimination in connection with a Tableland program, service, or activity may file an ADA complaint with Tableland. Complaints should be filed within 180 days of the date of the alleged discrimination.

How to File a Complaint

A complaint may be submitted using the Agency's ADA Complaint Form. The form may be obtained from the Tableland Human Resources Office, from the Agency's website, or by calling 814-445-9628/215. Complaints may be submitted by mail, in person, or by email.

Submit to Tableland Services, Inc.

Attn: Human Resources Director
535 E. Main Street
Somerset, PA 15501

Email / Questions

jhemminger@tableland.org
814-445-9628/215
ADA complaint process

Tableland will provide reasonable assistance with the complaint process, including assistance for individuals who need an accessible format or assistance because of limited English proficiency. For additional information regarding nondiscrimination obligations, contact the Tableland Human Resources Director at 814-445-9628/215.

What Happens After Tableland Receives a Complaint?

The Human Resources Director will review the complaint to determine whether additional information is needed. If additional information is required, the complainant will be contacted by phone, email, or in writing and given a reasonable date by which to respond. Failure to provide requested information may delay resolution or result in administrative closure of the complaint when the Agency cannot proceed without the information.

After the information needed to evaluate the complaint has been received, Tableland will investigate the complaint. The Agency will make its best efforts to complete the initial investigation within 30 days and to provide a written response within 60 days of receipt of a complete complaint. The timing may be extended when additional relevant information is received, the matter is unusually complex, or the complaint is also being reviewed by an external entity. The investigation and final written determination should ordinarily be completed no later than 120 business days after receipt.



Investigation

The Human Resources Director will coordinate a prompt and impartial review of each complaint. Reasonable measures will be taken to protect confidential information. The investigation will include, as appropriate:

- Identifying and reviewing relevant documents, records, practices, policies, and procedures;
- Interviewing the complainant, witnesses, employees, and other people with relevant information; and
- Reviewing any other information necessary to determine whether disability discrimination occurred.

Determination and Corrective Action

At the conclusion of the investigation, the Human Resources Director will prepare a final report for the Tableland Executive Director. If a violation is found, Tableland will take appropriate corrective action. The complainant will receive a written determination summarizing the outcome and, when appropriate, the corrective action taken or planned, subject to applicable confidentiality requirements.

Appeal

If no violation is found and the complainant wishes to request further review, a written appeal may be submitted to the Tableland Executive Director at:

**Tableland Services, Inc.
Attn: Executive Director
535 E. Main Street
Somerset, PA 15501**

Complaint Records

The Human Resources Director will maintain a log of ADA complaints received, including the date filed, a summary of the allegations, the status of the complaint, and actions taken by Tableland. If the Agency receives a complaint in the form of a formal administrative charge or lawsuit, the matter will be forwarded to Insurance Company.

Additional External Filing Options

Depending upon the program, service, activity, and funding source involved, a complainant may also have the right to file a complaint with an appropriate federal or state agency. Complaints involving Tableland's federally funded transportation services may also be filed with the Federal Transit Administration (FTA) Office of Civil Rights, generally no later than 180 days after the date of the alleged discrimination: Accessible formats: This procedure and the ADA Complaint Form are available in accessible formats upon request. Contact the Human Resources Director at 814-445-9628 ext. 215 for assistance.

**Federal Transit Administration, Office of Civil Rights
Attention: Complaint Team, East Building, 5th Floor - TCR
1200 New Jersey Avenue, SE
Washington, DC 20590**