

# ADA Complaint Procedures

## Procedure to File a Complaint under the Americans with Disabilities Act (ADA)

The American's with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities. Mont Alto Ambulance Association is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of disability. Mont Alto Ambulance Association is committed to:

- Ensuring that the level and quality of transportation service is provided without regard to disability;
- Promoting the full and fair participation of all affected populations in transportation decision making;
- Preventing the denial, reduction or delay in benefits related to programs and activities that benefit those with a disability; and
- Ensuring meaningful access to programs and activities by persons with disabilities.

Management and all employees share the responsibility for carrying out Mont Alto Ambulance Association's commitment to the provisions of the American with Disabilities Act of 1990. The Mont Alto Ambulance Association's Chief/and or Administrator is responsible for the day-to-day operation of the program and receives and investigates ADA complaints that come through the complaint process.

Any person who believes that he or she has been subjected to discrimination under the ADA on the basis of their disability may file an ADA complaint with Mont Alto Ambulance Association within 180 days from the date of the alleged discrimination

The ADA complaint form may be mailed to:

Mont Alto Ambulance Association  
**Attn: Chief/and or Administrator**  
603 S. Main Street, PO Box 327  
**Mont Alto, PA 17237**

Or send via email to [montaltoamb@gmail.com](mailto:montaltoamb@gmail.com)

A copy of the ADA Complaint Form may also be obtained by calling the Mont Alto Ambulance Association's Dispatch Office at 717-749-3453. Mont Alto Ambulance Association will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

For additional information on Mont Alto Ambulance Associations' nondiscrimination obligations, please contact the Mont Alto Ambulance Association's Chief/and or Administrator at 717-749-3453.

### **What happens to my complaint when received by Mont Alto Ambulance Association?**

Once a complaint is received, it will be reviewed by the Mont Alto Ambulance Associations Chief/and or Administrator. In instances where additional information is needed, you will be contacted by phone or in

writing. Failure of the complainant to provide the requested information by a defined date may result in the administrative closure of the complaint or a delay in complaint resolution.

Based upon receipt of all the information required, Mont Alto Ambulance Association will investigate an ADA complaint within 30 days of receipt. Mont Alto Ambulance Association will use its best efforts to respond to a complaint within 60 days of receipt. Receipt of additional relevant information and/or simultaneous filing of complaint with Mont Alto Ambulance Association and an external entity may expand the timing of the complaint resolution.

The Chief/and or Administrator will review and investigate every complaint promptly. Reasonable measures will be taken to preserve any information that is confidential. At a minimum the Chief and or Administrator will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the ADA violation, e.g., the person making the complaint, witnesses or anyone identified by the complainant, anyone who may have been subject to similar activity or anyone with relevant information.

Upon completion of the investigation, the Chief/and or Administrator will complete a final report for the Mont Alto Ambulance Associations President . If a violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The complainant will also receive a final report including any remedial steps. The investigation process and final report should take no longer than 120 business days. If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to Mont Alto Ambulance Association , Attn: , President.

The Chief and/or Administrator shall maintain a log of ADA complaints received, including date the complaint was filed, a summary of the allegations, the status of the complaint and actions taken by Mont Alto Ambulance Association in response to the complaint. Should Mont Alto Ambulance Association receive a complaint in the form of a formal charge or lawsuit, the complaint will be forwarded to the Association's attorney.

Complaints may also be filed with the Federal Transportation Administration's Office of Civil Rights, no later than 180 days after the date of alleged discrimination,

Federal Transit Administration  
Office of Civil Rights  
1200 New Jersey Avenue, SE  
Washington, DC 20590  
United States

This document is available in accessible formats (large print, audio tape and TDD) upon request. To obtain information regarding these accessible formats, please contact the Chief and/or Administrator at 717-749-3453.