

Town of Warwick Dial A Ride- ADA Complaint Procedures

Complaint Process

Town of Warwick Dial A Ride will receive all ADA related complaints and are responsible for tracking, review, and resolution. The process may be followed by anyone who believes they were discriminated against on the basis of disability in the Town of Warwick Dial A Ride service, activities or programs. All received complaints are entered into a database for tracking. The database contains information such as name, address, phone number, details regarding the alleged complaint and a coded type of complaint (e.g. service, personnel, operational, discriminatory). Most complaints that are non-discriminatory are resolved quickly by contacting the operator. Serious complaints, such as discrimination, require the submission of a formal complaint in writing by the complainant. "Within 60 days", Town of Warwick Dial A Ride is required to perform a formal investigation and report upon its findings and resolution of the complaint in writing to the complainant.

The complainant shall be notified, in writing, of the findings and remedial action, if any, within a period not to exceed 60 days. Town of Warwick Dial A Ride practices a document retention policy of "7" years.

Grievance Procedure

Town of Warwick Dial A Ride is committed to ensuring that people with disabilities are able to take part in, and benefit from transportation services offered. Title VI of the Americans with Disabilities Act (ADA) requires that public entities adopt and publish grievance procedures to assure the prompt and equitable resolution of complaints.

Who may file a grievance?

A grievance may be filed by any person who believes himself, herself, or any specific class of persons to be subjected to discrimination.

How and where is a discrimination grievance filed?

A grievance must be in writing, signed by the person(s) or their representative(s) and must include the complainant(s) name, address and telephone number. However, a grievance also may be filed by sending the grievance via facsimile or electronic mail.

A signed written grievance must be filed within 180 days of the date of the alleged discrimination. The signed complaint must be sent to:

Transportation Supervisor
Warwick Dial A Ride
63 Public Works Drive
Warwick, NY 10990
dialabus@warwick.net

What should the grievance include?

You may file your grievance using the *Title VI Complaint Form*. If you choose not to use the form, you may file your grievance either in writing or verbally and include the following information:

- a) Your name, address and telephone number
- b) Person discriminated against (if someone other than the complainant)
- c) Description of the complaint
- d) Date, time and location of incident
- e) Any additional helpful information about your complaint

How long will it take for my grievance to be resolved?

The complaint will be submitted to the Town of Warwick Dial A Ride for review. Where practicable, the complainant shall be notified, in writing, of the findings and remedial action, if any, within a period not to exceed 60 days.

Where can further information be found?

Further information regarding the ADA Complaint process can be found on the Town of Warwick Dial A Ride website, located at <https://www.townofwarwick.org/municipal-transit>. All documents provided are able to be published and provided in various accessible formats upon request.