Jackson Township Municipal Utilities Authority

Americans with Disabilities Act (ADA)

Grievance Procedure

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis not limited to disability in the provision of services, activities, programs or benefits by the Jackson Township Municipal Utilities Authority (Authority). The Authority's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be submitted in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date and description of the problem. Alternative means for filing complaints, such as personal interviews or a tape recording of the complaint (if applicable) will be made available for persons with disabilities upon request. The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than **180 days** after the alleged violation.

- A grievance may be filed in writing or orally but should contain the name and address of the person filing it and briefly describe the alleged violation. **The form can be found on the third page of this document**. In cases of employment related grievances, the procedures established by the Authority's Department of Personnel, N.J.A.C. 4A:7-1.1et seq. will be followed where applicable.
- A grievance should be filed promptly within 180 days after the grievant becomes aware of the alleged violation. (Processing of allegations of discrimination which occurred before this grievance procedure was in place will be considered on a case-by-case basis.)
- An investigation, if appropriate, will follow the filing of a grievance. The investigation will be conducted by the Authority's designated ADA Coordinator. The rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a grievance.
- In most cases a written determination as to the validity of the grievance and a description of the resolution, if any, will be issued by the designated decision maker and a copy forwarded to the grievant no later than 120 days after its filing.
- The ADA Coordinator will maintain the files and records of the Authority relating to the grievances filed.
- The right of a person to a prompt and equitable resolution of the grievance filed hereunder will not be impaired by the person's pursuit of other remedies such as the filing of an ADA grievance with the Authority or the New Jersey Division on Civil Rights. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
- The rules will be construed to protect the substantive rights of interested persons, to meet appropriate due process standards and to ensure that the Authority complies with the ADA and implementing all rules and regulations.

All inquiries regarding the Authority's compliance with the ADA and the availability of accommodations allowing a qualified individual with a disability to receive services or participate in a program or activity provided by the Authority should be directed to the designated Coordinator.

All grievances alleging that the Authority failed to comply with or acted in a way prohibited by the ADA should be directed to the designated ADA Coordinator identified in this section, in accordance with the procedures set forth in N.J.A.C. 16:1B-4.

A grievance alleging that the Authority failed to comply with the ADA or acted in a way that is prohibited by the ADA shall be submitted either in writing or orally to the designated ADA Coordinator within 180 days of the grievant becoming aware of the alleged violation.

Upon receipt of a grievance, the designated ADA Coordinator will notify the grievant and the initiation of an investigation into the matter. The designated ADA Coordinator will also indicate a date by which it is expected that the investigation will be completed, which date shall not be later than 120 days from the date of the receipt of the grievance unless a later date is agreed to by the grievant.

Upon completion of the investigation, the designated ADA Coordinator shall prepare a report for review by the designated decision maker (Assistant Executive Director) for the Authority. The designated decision maker (Assistant Executive Director) shall render a written decision within 120 days of receipt of the grievance, if practicable or unless a later date is agreed to by the grievant, which decision shall be transmitted to the grievant and/or alternate contact person if so designated by the grievant.

Recipients shall keep on file for one year all complaints of noncompliance received. A record of all such complaints, which may be in summary form, shall be kept for five years. (49 CFR 27.121(b)). The Authority's ADA Coordinator is responsible for complaint maintenance.

The Jackson Township Municipal Utilities Authority prohibits retaliation for filing a grievance, complaint or participation in the process and any allegations will be promptly and fully investigated.

All complaints received are logged onto the ADA Complaints Record Check Sheet, which is maintained by the ADA Coordinator. The check sheet is an ongoing document used to track the complaint process. When the Coordinator receives a call or complaint from an individual or party the information is logged onto a sheet with the following information: **Case Number, Complainant, Respondent, Agency Filed With, Date Filed, Bases, Date of Report and Decision.**

The ADA Coordinator investigates the complaint as per Jackson Township Municipal Utilities Authority's instruction and ADA Guidelines. Once the complaint is resolved a date is entered. A hard copy of the check sheet is stored in the Coordinator's ADA file cabinet.

To file a complaint with the Jackson Township Municipal Utilities Authority, contact the ADA Coordinator.

Jackson Township Municipal Utilities Authority
135 Manhattan Street
Jackson, NJ 08527
Phone: 732-928-2222 X241
Fax: 732-928-5171
Email: ADAcoordinator@jacksonmua.com

Jackson Township Municipal Utilities Authority
ADA Complaint/Grievance Form

Name of Grievant: _____

Person Preparing Complaint (if different from Grievant):_____

Relationship of Preparer to Grievant (if applicable):_____

Address of Grievant: _____

Telephone Number of Grievant: _____ E-mail:_____

Nature of grievance:

Please describe the nature of the specific complaint or grievance, including any incident, barrier, or perceived denial of benefit of any service, program or activity.

Please include the **date** and as much detail as possible on the **location** of the alleged violation. Use additional pages or attachments to substantiate your description.

_____
_____
_____
_____
_____

Proposed resolution or accommodation:

Please describe what you believe should be done to resolve the grievance.

_____
_____
_____
_____

_____ _____
Signature of Grievant/Preparer Date

Please return this form in hard copy or e-mail it to:

ADA Coordinator
Jackson Township Municipal Utilities Authority
135 Manhattan Street
Jackson, NJ 08527
Phone: (732) 928-2222, Fax: (732) 928-5171
ADAcoordinator@jacksonmua.com

Upon request, copies of this form will be provided in alternative formats. Please contact the ADA Coordinator listed above.