

www.scucs.org
scucs@scucs.org

537 W. Nicholson Road
Audubon, NJ 08106
Phone: (856) 456-1121
FAX: (856) 547-2685

SEN-HAN Transit
Camden County (856) 456-3344
Burlington County (877) 603-5111

Stephen P. Considine
Chief Executive Officer

ADA Complaint Policy

THE AMERICANS WITH DISABILITIES ACT (ADA):

The Americans with Disabilities Act of 1990 (ADA) is landmark federal legislation that opens up services and employment opportunities to the millions of Americans with disabilities. The ADA affects access to employment; state and local government programs and services; transportation, and access to places of public accommodation such as businesses, non-profit service providers; and telecommunications.

SCUCS, Inc. aka SEN-HAN Transit ADA COMMITMENT AND COMPLIANCE:

SEN-HAN Transit is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis on their disability as provided by the Americans with Disabilities Act. SEN-HAN Transit management, and all supervisors and employees share direct responsibility for carrying out SEN-HAN Transit commitment to the ADA. SEN-HAN Transit ensures accountability in this commitment, and supports all parts of the organization in meeting their respective ADA obligations. SEN-HAN Transit coordinates internally with all appropriate offices in the investigation of complaints of discrimination, and takes a lead role in responding to requests for information about SEN-HAN Transit's civil rights obligations and operations.

ADA Complaints:

If you wish to file an ADA complaint of discrimination with SEN-HAN Transit, please contact our offices via (856) 456-1121 or by mail to SCUCS, Inc./SEN-HAN Transit, 537 Nicholson Road, Audubon NJ 08106, or you may print the complaint form from our website and mail it to our offices.

What Happens to my ADA Complaint of Discrimination to SEN-HAN Transit?:

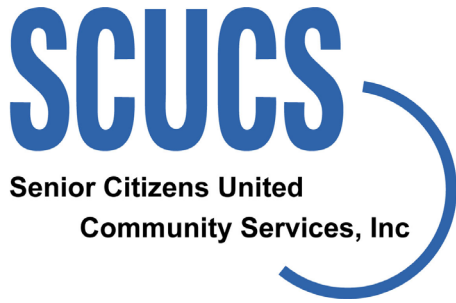
All ADA complaints of discrimination received by SEN-HAN Transit are routed to local area management for prompt investigation and resolution. All complaints received will be investigated, so long as the complaint is received within 180 days from the date of the alleged discrimination. SEN-HAN Transit will provide appropriate assistance (online and otherwise) to complainants who are limited in their ability to communicate in English or require accommodation. Complainants will be requested to leave contact information for follow-up about their complaints.

SEN-HAN Transit aims to complete investigations into all complaints received, within 90 days of receipt. In instances where additional information is needed to complete an investigation, the investigator will contact the complainant using the contact information provided. Failure of the complainant to provide contact information or any requested additional information may result in a delay in resolution, or the administrative closure of the complaint. SEN-HAN Transit has a zero-tolerance policy on discrimination and will take appropriate corrective measures in all instances where a violation of SEN-HAN Transit non-discrimination policy has been established.

Once a complaint investigation is complete, complainants will receive a notice of finding via their preferred/available mode of contact (phone, E-mail, U.S. post, etc.). If no contact information is provided, a note regarding the outcome of the investigation will be saved on file for a minimum of three years. Complainants can contact SEN-HAN Transit Customer Service at any time to check on the status of their complaint.

FUNDED BY

Burlington County Board of Chosen Freeholders • Burlington County Office on Aging • Camden County Board of Chosen Freeholders • Community Development Block Grant • Camden County Division of Senior and Disabled Services • Camden County EFSP Local Board • Gloucester County Department of Human Services
• Gloucester County Division of Senior Services • NJ Department of Human Services • NJ Division of Veterans Affairs • NJ Transit
• Social Services for the Homeless Funds • US Department of Housing and Urban Development



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ADA Complaint Policy (cont)

Filing a Complaint Directly to the Federal Transit Administration:

A complainant may choose to file a Title VI complaint with the Federal Transit Administration by contacting the Administration at:

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

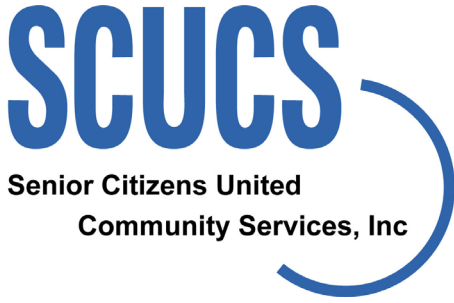
Further questions about SEN-HAN Transit ADA Obligations:

For additional information on SEN-HAN Transit non-discrimination obligations and other responsibilities related to ADA, please call (856) 456-1121 or write to:

SEN-HAN Transit
537 Nicholson Road
Audubon, NJ 08106

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ADA COMPLAINT FORM

Americans with Disabilities Act Complaint Form

SEN-HAN Transit is committed to ensuring that no person is denied access to its services, programs, or activities on the basis of their disabilities, as provided by title II of the Americans with Disabilities Act of 1990 ("ADA"). ADA complaints must be filed within 180 days from the date of the alleged incident.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, or if you would like to make a verbal complaint, please contact the "enter Contact information"

Complainant:

Phone:

Street Address:

City, State, Zip Code

Alt Phone:

Person Preparing Complaint (if different from Complainant):

Street Address, City, State, Zip Code

Date of Incident: _____

Please describe the alleged discriminatory incident, including the location(s), if applicable. Provide the names and titles of SEN-HAN Transit employees involved, if available.

Description of incident continued:

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ADA COMPLAINT FORM (cont)

Have you filed a complaint with any other federal, state, or local agencies? Yes/No (Circle One).
If so, list agency/agencies and contact information below:

Agency Contact Name:

Street Address, City, State, Zip Code Phone:

Agency Contact Name:

I affirm that I have read the above charge and that it is true to the best of my knowledge, information, and belief.

Complainant's Signature

Date

Print or Type Name of Complainant

Mail to:

SCUCS, Inc.
SEN-HAN Transit
537 Nicholson Road
Audubon, New Jersey
08106

Date Received: _____

Received By: _____

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