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## **Marshall County Senior Center Complaint Procedure under The Americans with Disabilities Act**

This Complaint 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 of disability in the provision of services, activities, programs, or benefits by the **Marshall County Senior Center**. The **Marshall County Senior Center's** Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be 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 of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted by the complainant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**Joyce Howard, Director  
805 Fifth Street,  
Moundsville, WV 26041**

Within 15 calendar days after receipt of the complaint, **the Director** or *their* designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, **the Director** or *their* designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the **Marshall County Senior Center** and offer options for substantive resolution of the complaint.

If the response by the Director or *their* designee does not satisfactorily resolve the issue, the complainant and/or her designee may appeal the decision within 15 calendar days after receipt of the response to the **Board of Directors** or *their* designee.

Within 15 calendar days after receipt of the appeal, the **Board of Directors** or *their* designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the **Board of Directors** or *their* designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by **the Director** or *their* designee, appeals to the **Board of Directors** or *their* designee, and responses from these two offices will be retained by the **Marshall County Senior Center** for at least three years.

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