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.

ADA COMMITMENT AND COMPLIANCE FOR THE SECAUCUS PUBLIC LIBRARY

The Secaucus Public Library 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.

Secaucus Public Library management and all supervisors and employees share direct responsibility for carrying out the library's commitment to the ADA. Jenifer May, Library Director, ensures accountability in this commitment and supports all parts of the organization in meeting their respective ADA obligations. She 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 the library's civil rights obligations and operations.

ADA Complaints

If you wish to file an ADA complaint of discrimination with the Secaucus Public Library please contact the Jenifer May at (201) 330-2083 x4011 or 1379 Paterson Plank Road, Secaucus, New Jersey 07094 or email may@secaucus.bccls.org. The form below should be used when possible.

What Happens to my ADA Complaint of Discrimination to the Town of Secaucus?

All ADA complaints of discrimination received by the Secaucus Public Library 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 one hundred and eighty (180) days from the date of the alleged discrimination. The Secaucus Public Library 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.

The Secaucus Public Library aims to complete investigations into all complaints received, within ninety (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. The Secaucus Public Library has a zero tolerance policy on discrimination and will take appropriate corrective measures in all instances where a violation of the Secaucus Public Library’s 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. mail, 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 (3) years. Complainants can contact the Secaucus Public Library at any time to check on the status of their complaint.

Further questions about the Secaucus Public Library's ADA Obligations

For additional information on the Secaucus Public Library's non-discrimination obligations and other responsibilities related to the ADA, please call (201) 330-2083 x4011 or write to:

Secaucus Public Library
Jenifer May, Library Director
1379 Paterson Plank Road
Secaucus, New Jersey 07094

Americans with Disabilities Act (ADA) Complaint Form

The Secaucus Public Library 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 one hundred and eighty (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:

Secaucus Public Library
Jenifer May, Library Director
1379 Paterson Plank Road
Secaucus, New Jersey 07094
(201) 330-2083 x4011

Complainant: _____

Phone: _____

Street Address: _____

City, State, Zip Code: _____

Alternate 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 the Secaucus Public Library employees involved, if available.

_____
_____
_____
_____
_____

Description of incident continued:

_____
_____
_____
_____
_____
_____
_____

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 Person: _____

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

Date Received: _____

Received By: _____