



# COUNTY OF SUSSEX

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**Department of Health and Human Services, Carol A. Novrit, Administrator**  
**Division of Community and Youth Services**  
Christine Florio  
*Division Director*

**Skylands Ride**  
Marie Zangara  
*Acting Program Coordinator*

*“Serving Sussex County with Pride”*

## ADA Complaint Policy for Skylands Ride

### **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.

### **County of Sussex ADA COMMITMENT AND COMPLIANCE**

The County of Sussex 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.

County of Sussex management, and all supervisors and employees share direct responsibility for carrying out agency’s commitment to the ADA. County of Sussex, Department of Health and Human Services ensures accountability in this commitment, and supports all parts of the organization in meeting their respective ADA obligations. Sussex County Department of Health and Human Services 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 agency’s civil rights obligations and operations.

### **ADA Complaints**

If you wish to file an ADA complaint of discrimination with County of Sussex, please contact Sussex County Department of Health and Human Services via 973-579-0559 ext. 1227 or at Sussex County Administrative Center, One Spring Street, Newton, NJ 07860, or use our online form (if applicable).

**What Happens to my ADA Complaint of Discrimination to County of Sussex?**

All ADA complaints of discrimination received by the County of Sussex 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. The County of Sussex 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 County of Sussex 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. The County of Sussex has a zero tolerance policy on discrimination and will take appropriate corrective measures in all instances where a violation of agency'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. 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 agency's Customer Service at any time to check on the status of their complaint.

**Filing a Complaint Directly to the Federal Transit Administration:**

A complainant may choose to file an ADA 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 County of Sussex's ADA Obligations**

For additional information on the County of Sussex non-discrimination obligations and other responsibilities related to ADA, please call 973-579-0559 ext. 1227 or write to:

Sussex County Administrative Center  
One Spring Street, Newton, NJ 07860

***SEE COMPLAINT FORM ON NEXT PAGE***

# COMPLAINT FORM

## Americans with Disabilities Act Complaint Form

The County of Sussex 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 Department Administrator, Health and Human Services at 973-579-0559 ext. 1227.

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 County of Sussex employees involved, if available.

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Description of incident continued:

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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:

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Agency Contact Name:

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Street Address, City, State, Zip Code Phone:

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Agency Contact Name:

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

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Complainant's Signature

Date

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Print or Type Name of Complainant

Date Received: \_\_\_\_\_

Received By: \_\_\_\_\_