

TITLE: ADA Complaints and Grievances

POLICY: Presa Community Center will provide a method for clients or their advocates to communicate an action that may be a violation of the Americans with Disabilities Act (ADA).
40 TAC 81.21

PROCEDURE:

1. Presa Community Center will post the name and contact information for the agency ADA Coordinator in a prominent place. We will also provide each participant with a copy of these procedures during initial intake.
2. A complaint under this policy may begin with any level of authority and may progress to the next level of authority.
3. The complaint can be filed in writing or verbally with the agency's ADA coordinator.
4. The ADA coordinator will document the complaint in writing and ensure the following information is included:
 - a. the name and address of the person filing the complaint
 - b. the address of the facility
 - c. the date of the alleged violation
 - d. a brief description of the alleged violation
 - e. the date of the report
 - f. the signatures of the complainant and the ADA Coordinator
5. The ADA Coordinator shall conduct an investigation within 30 calendar days of the receipt of the complaint. The ADA Coordinator shall make every attempt to reach a solution acceptable to both parties in order to allow participation in our services. Every effort shall be made to resolve the complaint at the level of authority the complaint was filed.
6. If the ADA Coordinator cannot resolve the complaint, a copy of the complaint and a report outlining the attempts to resolve the issue must be filed with the President/CEO of Presa Community Center within ten working days.
7. If the complaint is unresolved within 30 calendar days of the original notice, the Director of Bexar Area Agency on Aging (BAAA) and Texas Department of Aging and Disability Services (DADS) will receive a report of the complaint, the investigation conducted and all efforts made for resolution.
8. Presa Community Center will follow the directions of BAAA and DADS to reach a resolution of the issue.
9. The ADA Coordinator shall maintain files and records relating to the complaint for five years following the end of the current fiscal year or until any pending litigation, claim, or other disputes have been resolved.