

ADA Complaint Process

In compliance with the U.S. Department of Transportation Americans with Disabilities Act (ADA) of 1990 (49 CFR Parts 27, 37, 38 and 39), and Section 504 of the Rehabilitation Act of 1973, as amended, CARBON COUNTY SENIOR SERVICES, INC. ensures its services, vehicles, and facilities are accessible to and usable by individuals with disabilities. Anyone who believes he or she has been discriminated against on the basis of disability, including those denied a Reasonable Modification request, may file an ADA complaint.

Complaints may be submitted by filing an ADA Complaint Form, which can be found on our website at www.carboncountyseniors.com or by calling (307) 328-2863.

If the complainant is unable to write a complaint, a representative may file on his or her behalf, or CARBON COUNTY SENIOR SERVICES, INC. staff will provide assistance. Complaints must be filed within 180 calendar days of the alleged incident.

The ADA Coordinator or other qualified staff will contact the complainant within 15 business days of receipt of complaint. Any requested information must be received by CARBON COUNTY SENIOR SERVICES, INC. within 10 days of the request. If the Complainant does not respond to the request for information, the Complaint may be administratively closed.

CARBON COUNTY SENIOR SERVICES, INC. will begin the investigation within 15 business days of receipt of complaint.

An investigation into the complaint will be conducted and documented to determine whether CARBON COUNTY SENIOR SERVICES, INC. failed to comply with ADA regulations.

CARBON COUNTY SENIOR SERVICES, INC. will complete the investigation within 60 calendar days of receipt of complaint. If additional time is needed for the investigation, the complainant will be notified.

CARBON COUNTY SENIOR SERVICES, INC. will promptly communicate its response to the complainant, including its reasons for the response. The complainant will have 30 days from receipt of CARBON COUNTY SENIOR SERVICES, INC. response to file an appeal. If no appeal is filed, the complaint will be closed.

Any appeal will be heard by a separate person or committee than who made the original decision. An appeal may be filed by asking the ADA Coordinator or other qualified staff to have the complaint reviewed by the CARBON COUNTY SENIOR SERVICES, INC. Board of Directors.