

City of Corning ADA Complaint Policy and Procedures

POLICY

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination on the basis of a disability. The **City of Corning** shall not exclude an individual with a disability, from participating in or be denied the benefits of the services, programs, activities, transit system or a facility. The **City of Corning** will not discriminate against individuals with disabilities. Any person who believes that they have been discriminated against, or denied access to our services, programs, activities, transit system or facilities because of their disability may submit a complaint directly to the **City of Corning**.

COMPLAINT PROCEDURES

A written complaint should be made within 30 calendar days of the alleged incident to facilitate a prompt investigation and resolution. The written complaint should be as specific as possible and include the date the incident occurred, names of individuals involved, the facility, programs, services or activities involved, the nature of the problem and a proposed resolution. Include your full name, contact information and best method to reach you.

Mail or email the complaint to:

ADA Coordinator
Jennifer Miller
Director of Planning and Economic Development
500 Nasser Civic Center Plaza
Corning, New York 14830
Phone (607) 962-0340 ext. 1117 / Dial 711 for TDD
corningplanning@cityofcorning.com

If you need an alternative method to provide your complaint, you may contact the ADA Coordinator and either provide a verbal complaint or request information in accessible formats to be able to submit your complaint.

Within 10 days after receipt of the complaint, the ADA Coordinator will contact the complainant, by mail, email, telephone or video conference, to discuss the complaint and to find a resolution. Within 30 calendar days of the discussion, the ADA Coordinator will provide a written explanation on the outcome of the complaint. A summary of the complaint and its closure will be kept for five years.

If the complainant is not satisfied with the outcome, the complainant, may appeal the decision, within 45 days to New York State Department of Transportation (see below).

As an alternative to filing an ADA complaint directly with the **City of Corning**, a complaint may be submitted directly to:

- New York State Department of Transportation
Office of Diversity and Opportunity
50 Wolf Road, 6th Floor
Albany, NY 12232
(518) 457-1129 Fax (518) 549-1273

OCR-TitleVI@dot.ny.gov

- Federal Transit Administration
Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR,
1200 New Jersey Ave., SE Washington, DC 20590

Questions concerning this policy and procedures may be directed to the **City of Corning**, Director of Planning and Economic Development at (607) 962-0340 ext. 1117 or at corningplanning@cityofcorning.com.

Section IV

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes **No**

If yes, check all that apply:

Federal Agency: _____

Federal Court: _____

State Court: _____

State Agency: _____

Local Agency: _____

Provide information for the contact person at the agency/court where the complaint was filed.

Name and Title:

Agency:

Address:

Telephone:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below.

Signature

Date

Please submit this form by mail, email or in person to the address below.

City of Corning

Title VI/ADA Coordinator

500 Nasser Civic Center Plaza

Corning, NY 14830

corningplanning@cityofcorning.com

This complaint may also be filed directly with the New York State Department of Transportation, Office of Civil Rights, 50 Wolf Road, 6th Floor, Albany, NY 12232, (518) 457-1129 Fax (518) 549-1273, OCR-TitleVI@dot.ny.gov or the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.