## Sally J. Pimentel Deaf & Hard of Hearing Center, Inc. (DHHC)

# ADA Complaint Instructions

Any person who believes they have been discriminated against on the basis of disability in connection with transportation services provided by DHHC may file an ADA complaint. DHHC will provide a prompt and objective review of ADA-related complaints and will make the complaint process available in an accessible format upon request.

| HOW TO FILE AN ADA COMPLAINT |
| --- |
| Complete the DHHC ADA Complaint Form and submit it within 180 days of the alleged incident. The form may be submitted in person or mailed to the Executive Director at the address below. The ADA Complaint Form and complaint procedure will also be made available through DHHC and on the agency website at www.dhhc.life. |

### ADA Contact

Amy Turner, Executive Director
Sally J. Pimentel Deaf & Hard of Hearing Center, Inc.
1860 Boy Scout Dr., Ste. B208, Fort Myers, FL 33907
Voice: (239) 461-0334 | Video Phone: (239) 247-5821
Website: www.dhhc.life

### Review and Acknowledgement

DHHC will process complaints that are complete. Once a complaint is received, it will be reviewed to determine whether DHHC has jurisdiction. The complainant will receive an acknowledgement informing them whether the complaint will be investigated.

### Investigation

DHHC will have ninety (90) days to investigate the complaint. If additional information is needed, DHHC may contact the complainant. The complainant will have ten (10) business days from the date of the request to provide the requested information. The complaint may be administratively closed if the requested information is not received within that period or if the complainant no longer wishes to pursue the complaint.

### Written Decision and Appeal

After the investigation, DHHC will issue either a closure letter or a letter of finding. The written response will summarize the allegations, explain the outcome, and identify any corrective, disciplinary, training, or other action that will be taken, when applicable. A complainant may appeal the decision within seven (7) days of receiving the closure letter or letter of finding.

### Records

Documentation of each ADA-related complaint will be retained for at least one year, and a summary of all ADA-related complaints will be retained for at least five years. ADA-related complaints will be tracked and reported as required by FDOT.