

Town of Elbridge
Civil Rights COMPLAINT PROCESS

Town of Elbridge operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964. It also does not discriminate against qualified individuals with a disability in its services, programs, or activities under Title II of the ADA.

If you have a complaint about the services, programs, or activities of Town of Elbridge you are encouraged to file your complaint with :

Name: Doug Blumer
Title: Deputy Supervisor
Office Address: 5 Route 31, Jordan, NY 13080
Phone Number: 315-689-9031
E-Mail:
blumerdoug@yahoo.com
Day/Hours available: varied

Town of Elbridge's complaint procedure is designed to informally resolve complaints of discrimination. To file a complaint, please follow the steps of the complaint procedure (listed on the next page).

PROCEDURES

The Civil Rights Complaint procedure is designed to informally resolve conflicts with the Town of Elbridge involving allegations of discrimination in access to programs, and services for persons under Title II and/or Title VI.

If you need assistance in filing or writing your complaint, at your request, Doug Blumer, Deputy Supervisor, will assist you, or help you locate an impartial advocate or representative not associated with the agency. You must also specify any other reasonable accommodation you may require in order to effectively communicate your complaint. The complaint form must be filled out completely and filed with Doug Blumer, Deputy Supervisor, **within 90 calendar days** from the date of the alleged discriminatory action or practice.

Once you have completed the Complaint Form on the following page, follow the steps listed after the complaint form for filing your complaint. It is important for you to keep copies of your original complaint, notifications you receive after meeting with Doug Blumer, Deputy Supervisor, as well as any other correspondence or other documentation that is related to your complaint, and bring those copies to all meetings, reviews, and appeals related to your complaint.

Town of Elbridge Civil Rights Complaint Form

Name of person filling out form: _____

Address: _____ City: _____ Zip: _____

Telephone: _____

Name of person allegedly discriminated against (if different from person filling out form):

Do you have the permission of the person allegedly discriminated against to file this complaint or are you an authorized representative?

Yes _____

No _____

Basis of Complaint: (Check all that apply)

Race _____

National Origin _____

Color _____

Disability _____

Did the alleged discrimination involve a transit-related program, benefit, activity, or service receiving federal assistance?

Yes _____

No _____

Not Sure _____

Who allegedly committed discrimination?

Name/position/program: _____

Describe the alleged discrimination

Where did the alleged discrimination occur?

Date(s) and Time(s) alleged discrimination occurred?

Were there any witnesses? If, yes, please provide name and telephone or other contact information

Have you filed your complaint with anyone else? (Who? When? Complaint number if known):

Do you have an attorney in this matter? _____ Yes
_____ No

If yes Name of attorney: _____

Address: _____ City: _____ Zip: _____

Telephone: _____

When did you retain the attorney? _____

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

Signed: _____ Date: _____

STEPS FOR FILING YOUR TITLE II ADA COMPLAINT

Step 1: Fill Out and Deliver Your Complaint

Hand deliver or mail your complaint to the Doug Blumer, Deputy Supervisor, If you need a reasonable accommodation, such as an interpreter or an alternative format, list this on your complaint form so Doug Blumer, Deputy Supervisor, will be able to effectively communicate with you at your meeting.

Step 2: Contact with Doug Blumer, Deputy Supervisor

- a) **Within 10 business days** of having received the complete complaint, Doug Blumer, Deputy Supervisor, will meet with you personally, or contact you by telephone.

Step 3: Resolution of Your Complaint

- a) If a **satisfactory resolution** is reached, a written agreement will be jointly developed and signed by you, and Doug Blumer, Deputy Supervisor. The agreement of resolution will be issued to you within **10 business days**. The written agreement will include:
- 1) A description of the complaint
 - 2) A finding of facts
 - 3) A description of how the complaint will be resolved
 - 4) When the complaint will be resolved
 - 5) An assurance that the agency will comply with the specific terms of the agreement
- b) If Town of Elbridge, Doug Blumer, Deputy Supervisor, is **unable to resolve** the complaint with you, you will be notified of this non-resolution **within 10 business days**. The notification will include:
- 1) A description of the complaint
 - 2) A summary of any resolution proposed
 - 3) A statement addressing the issues that were not resolved at the meeting.

Mail to:
Town of Elbridge
PO Box 568
Jordan, NY 13080

If a satisfactory resolution is not reached complaints may be filed directly with the:

Federal Transit Administration
Office of Civil Rights
Title VI Program Coordinator East Building, 5th Floor-TRC
New Jersey Ave, SE
Washington D.C. 20950