

## **ADA Complaint Procedures**

Any individual, group of individuals or entity that believes they have been discriminated against on the basis of disability by Rendezvous Pointe may file an ADA complaint by completing and submitting the agency's ADA Complaint Form.

If the complainant is unable to reduce the complaint to writing, please contact the agency Director using the information below, and a staff member will help dictate the complaint or provide other necessary assistance.

Any individual having filed a complaint or participated in the investigation of a complaint shall not be subjected to any form of intimidation or retaliation. Individuals who have cause to think that they have been subjected to intimidation or retaliation can file a complaint of retaliation following the same procedure for filing a discrimination complaint.

A complaint must be filed with Rendezvous Pointe no later than 180 days after the following:

1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued or the latest instance of the conduct.

Once the complaint is received, Rendezvous Pointe will review it to determine if our office has jurisdiction. A copy of each ADA complaint received will be forwarded to the agency's Director. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Rendezvous Pointe has 45 days to investigate the complaint. If more information is needed to resolve the case, Rendezvous Pointe may contact the complainant requesting further information. The complainant has **30** business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, Rendezvous Pointe can administratively close the case.

After the investigator reviews the complaint, the agency will issue one of two (2) letters to the complainant: a closure Letter or a Letter of Finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not an ADA violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision it must direct the appeal back to the agency. The complainant has 30 days after receipt of the Closure Letter or the Letter of

Finding to do so. The appeal will be investigated and decided by a separate party than the Director (or other official who issued the initial decision). The appeal process information will be included in the letter.

Written ADA Complaints, or any questions regarding ADA protections, should be forwarded to:

**Rendezvous Pointe Director**  
**307-367-2881 ext 19**  
Email: [edrpointe2021@gmail.com](mailto:edrpointe2021@gmail.com);  
Or visit our administrative office at  
**425 E Magnolia St, Pinedale, WY 82941**

A person may also file a complaint directly with WYDOT's Office of Civil Rights at:  
ADA Coordinator, 5300 Bishop Blvd., Cheyenne, WY 8200; via phone: 307-777-4457; or  
email: [DOT-civilrights@wyo.gov](mailto:DOT-civilrights@wyo.gov)

Or

Federal Transit Administration, Office of Civil Rights, Director  
East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.