



**NYSARC, Inc., Cattaraugus Niagara Counties Chapter
Cattaraugus Rehabilitation Center, Inc.
(Hereinafter, Intandem)**

The following procedure supports Intandem’s belief in the inherent value and dignity of all people, Intandem’s commitment to the promotion, protection and respect for rights and freedoms of all people, and strives to enhance the lives of people through supports and services.

Procedure Name: ADA Complaint Policy and Procedure

Purpose: Ensure compliance with the Americans with Disabilities Act of 1990 (ADA)

Detailed Procedure(s):

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination on the basis of a disability. Intandem 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. Intandem 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 Intandem.

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:

Director of Quality Management
INTANDEM
1439 Buffalo Street
Olean, NY 14760
Phone Cattaraugus County: (716) 375-4747 Ext. 1500
Phone Niagara County: (716) 5024-2622 Ext. 2222
qualitymgt@intandem.org

If you need an alternative method to provide your complaint, you may contact the Director of Quality Management 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 Director of Quality Management 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 Director of Quality Management 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).

Authored By: A. South 08/2024		Origination Date: 08/2024		Retired Date:	
Target Audience: All Staff					
Reviewed Date/By:					
Revision Date/By:					
CC review date:	09/05/2024				
Path: Policy and Procedure\General					



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As an alternative to filing an ADA complaint directly with Intandem, 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 Intandem, Director of Quality Management at (716) 375-4747 Ext. 1500 for Cattaraugus County, (716) 504-2622 Ext. 2222 for Niagara County or at qualitymgt@intandem.org.

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