

Borough of Keyport - ADA Complaint Policy

THE AMERICANS WITH DISABILITIES ACT (ADA)

The Americans with Disabilities Act of 1990 (ADA) is landmark federal legislation that opens up services and employment opportunities to the millions of Americans with disabilities. The ADA affects access to employment; state and local government programs and services; transportation, and access to places of public accommodation such as businesses, non-profit service providers; and telecommunications.

The Borough of Keyport ADA COMMITMENT AND COMPLIANCE

The Borough of Keyport is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis on their disability as provided by the Americans with Disabilities Act.

The Borough of Keyport management, and all supervisors and employees share direct responsibility for carrying out The Borough of Keyport's commitment to the ADA. The Borough of ensures accountability in this commitment and supports all parts of the organization in meeting their respective ADA obligations. The Borough of Keyport coordinates internally with all appropriate offices in the investigation of complaints of discrimination and takes a lead role in responding to requests for information about The Borough of Keyport civil rights obligations and operations.

ADA Complaints

If you wish to file an ADA complaint of discrimination with The Borough of Keyport), please contact the Borough of Keyport at 732-264-4916 or mail to mcostello@keyportonline.com at 110 Second Street, Keyport, NJ 07735

What Happens to my ADA Complaint of Discrimination to The Borough of Keyport?

All ADA complaints of discrimination received by The Borough of Keyport are routed to local area management for prompt investigation and resolution. All complaints received will be investigated, so long as the complaint is received within 180 days from the date of the alleged discrimination. The Borough of Keyport will provide appropriate assistance (online and otherwise) to complainants who are limited in their ability to communicate in English or require accommodation. Complainants will be requested to leave contact information for follow-up about their complaints.

The Borough of Keyport aims to complete investigations into all complaints received, within 90 days of receipt. In instances where additional information is needed to complete an investigation, the investigator will contact the complainant using the contact information provided. Failure of the complainant to provide contact information or any requested additional information may result in a delay in resolution, or the administrative closure of the complaint. The Borough of Keyport has a zero-tolerance policy on discrimination and will take appropriate corrective measures in all instances where a violation of The Borough of Keyport non-discrimination policy has been established.

Once a complaint investigation is complete, complainants will receive a notice of finding via their preferred/available mode of contact (phone, E-mail, U.S. post, etc.). If no contact information is provided, a note regarding the outcome of the investigation will be saved on file for a minimum of three years. Complainants can contact The Borough of Keyport Customer Service at any time to check on the status of their complaint.

Filing a Complaint Directly to the Federal Transit Administration:

A complainant may choose to file a Title VI complaint with the Federal Transit Administration by contacting the Administration at:

Federal Transit Administration Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Further questions about The Borough of Keyport ADA Obligations. For additional information on The Borough of Keyport non-discrimination obligations and other responsibilities related to ADA, please call 732-264-4916 or write to:

Borough of Keyport Senior Center
110 Second Street
Keyport, NJ 07735