

NIOBRARA SENIOR CENTER

611 East 6th Street
Lusk, Wyoming 82225
Phone: (307) 334-2561

ADA Complaint Form

The American's with Disabilities Act (ADA) prohibits discrimination on the basis of disability in State and local government, public accommodations, commercial facilities, transportation, and telecommunications. This form may be used to file a complaint with Niobrara Senior Center for any reason including, alleged violations of ADA. If you need assistance completing this form or if needed in a different language, please contact us by phone at 307-334-2561.

All information contained in this form remains confidential.

Section 1: Contact information	
<i>Please provide your name and contact information</i>	
Name:	
Address:	
City:	
State:	Zip:
County	
Home Phone:	Cell Phone:
Email Address:	
Do you require an accessible format?	Large Print ☐ Audio Tape ☐ TTY/TDD ☐ Other ☐

Section II:	
Are you filing this complaint on your own behalf? * Yes ☐ No ☐	
*If you answered "yes" to this section, go to Section III.	
If not, please supply the name and relationship of the person for whom you are filing:	
Have you obtained permission from this person? Yes ☐ No ☐	

Section III:

If you believe you were discriminated against based on a disability, please provide as much detail concerning the alleged discrimination.

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If you believe you were discriminated against based on a disability, please provide as much detail concerning the alleged discrimination.

Date of Alleged Discrimination (Month, Day, Year): _____ Time: _____

Location: _____

Name(s) of Employee(s) involved:_____

Explain as clearly as possible what happened and why you believe you were discriminated against. Please also include the date of incident if different from date complaint is being filed. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information. If more space is needed, please use additional paper.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

Please also complete page 3 of this form

Section IV:

Have you previously filed an ADA complaint with Wyoming Independent Living? Yes ☐ No ☐

Contact Name: _____ Phone number: _____

Section V:

Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court?

Yes ☐ No ☐

If so, list agency/agencies and contact information below.

Agency:

Contact Name:

Address:

Phone:

Agency:

Contact Name:

Address:

Phone:

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are required below:

Complainant Signature

Date

OFFICE USE ONLY

DATE RECEIVED:

RECEIVED BY:

NIOBRARA SENIOR CENTER

ADA Complaint Process

In compliance with the Americans with Disabilities Act (ADA) of 1990 (49 CFR Parts 27, 37, 38 and 39), and Section 504 of the Rehabilitation Act of 1973, as amended, Niobrara Senior Center ensures it's services and facilities are accessible to and usable by individuals with disabilities. Anyone who believes he or she has been discriminated against on the basis of disability may file an ADA complaint.

Complaint forms may be acquired by downloading at:

<https://niobraraseniors.com/ada>

or by calling 307-334-2561. If the complainant is unable to write a complaint, a representative may file on his or her behalf, or WIL staff will provide assistance. Complaints must be filed within 180 calendar days of the alleged incident. Deliver or mail the Filled-Out Complaint Form to the Niobrara Senior Center, Attn: Executive Director.

1. Once the complaint is received, the Executive Director will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The Executive Director has 45 days to investigate the complaint. If more information is needed to resolve the case, the Executive Director may contact the complainant requesting further information. The complainant has 15 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 15 business days, the Executive Director 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 a 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 Executive Director (or other official who issued the initial decision). The appeal process information will be included in the letter.

Rich Anderson, Executive Director, Niobrara Senior Center
611 E 6th Street
PO BOX 928
Lusk, WY 82225
Phone: 307-334-2561

Email: director@niobraraseniorcenter.org

Complaint Tracking and Record Retention:

The Executive Director will be responsible for tracking all ADA complaints for the purpose of establishing trend in allegations of discrimination.

The Executive Director will maintain a summary log of all ADA complaints. In addition, all complaint documents and materials gathered during the investigation are maintained for no less than (5) years.

*Niobrara Senior Center will process and investigate all complaints that meet the requirements of ADA discrimination. If the complainant fails to provide required information within the required timeframe, the complaint may be closed.