ADA Complaint Procedures

Filing an ADA Complaint

The complaint procedures apply to the beneficiaries of **Community Counseling Center's** programs, activities, and services.

RIGHT TO FILE A COMPLAINT: Any person who believes Community Counseling Center has engaged in discrimination against that person, or a specific class of persons, based on disability, may file a complaint by completing and submitting the agency's **ADA Complaint Form**. ADA complaints must be received in writing within 180 days of the alleged discriminatory complaint.

HOW TO FILE A COMPLAINT: Information on how to file an ADA complaint is posted on our agency's website, and in public areas of our agency.

You may download the **Community Counseling Center** ADA Complaint Form at www.cccntr.com. Additionally, a copy of the form may be obtained by writing to:

Corporate Compliance Officer
Community Counseling Center
402 S. Silver Springs Rd
Cape Girardeau, MO 63703

Information on how to file an ADA complaint may also be obtained by calling

Corporate Compliance Officer
Community Counseling Center
402 S. Silver Springs Rd
Cape Girardeau, MO 63703
573-334-1100

You may file a signed, dated complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to:
Corporate Compliance Officer
Community Counseling Center
402 S. Silver Springs Rd.
Cape Girardeau, MO 63703

COMPLAINT ACCEPTANCE: **Community Counseling Center** will process complaints that are complete. Once a completed ADA Complaint Form is received, **Community Counseling Center**

will review it to determine if **Community Counseling Center** has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by **Community Counseling Center.**

INVESTIGATIONS: **Community Counseling Center** will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, **Community Counseling Center** may contact the complainant. Unless a longer period is specified by **Community Counseling Center**, the complainant will have ten (10) days from the date of the letter to send requested information to the **Community Counseling Center** investigator assigned to the case.

If the requested information is not received within that timeframe, the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

LETTERS OF CLOSURE OR FINDING: After the ADA investigator reviews the complaint, the investigator will issue one of two letters to the complainant: a closure letter or 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 provides an explanation of the corrective action taken.

If the complainant disagrees with **Community Counseling Center's** determination, the complainant may request reconsideration by submitting the request in writing to the ADA investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. **Community Counseling Center** will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, **Community Counseling Center** will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly with the Federal Transit Administration, Office of Civil Rights, Region 7, **901 Locust Street, Suite 404, Kansas City, MO 64106**

To obtain additional information on your nondiscrimination rights or if information is needed in another language please contact:
Corporate Compliance Officer
Community Counseling Center
402 S. Silver Springs Rd., Cape Girardeau, MO 63703
573-334-1100