

# ADA Complaint Procedure

## Access for All

Title II of the Americans with Disabilities Act (ADA) of 1990, Section 504 of the Rehabilitation Acts of 1973, and the ADA Amendments Act of 2008 protects qualified individuals with a disability from discrimination on the basis of that disability in the services, programs, or activities of the Woonasquatucket River Watershed Council (WRWC).

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## Equal Access

The Woonasquatucket River Watershed Council will make reasonable accommodations to its policies and programs to ensure that individuals with disabilities have equal access to organization programs, services or activities. Individuals requiring auxiliary aids or services for effective communication or modification of policies or procedures of a WRWC program or service should contact the WRWC ADA Coordinator at (401) 861-9046, no later than 48 hours before the scheduled event.

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In the event an individual believes the WRWC has failed to comply with Title II of the ADA and/or Section 504 of the Rehabilitation Acts of 1973 by not providing equal access to, participation in, or denied the benefits of a WRWC service, program, or activity, that individual or group of individuals may file a complaint with the WRWC.

### Who May File

Any person who believes the WRWC, a WRWC sub-recipient, a WRWC consultant or a WRWC contractor has engaged in discrimination against that person or a specific class of persons, may file a complaint.

The process for filing an ADA Title II Complaint is as follows:

1. Fill out the complaint form and submit it to the ADA Coordinator at the address below.

A written complaint may be filed using the WRWC's Title II Complaint form. The complaint form is located on the WRWC website at <http://www.wrwc.org> under the heading of "About Us", and the subheading of "Civil Rights."

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A copy of the form may be obtained by writing to the Department at:

Woonasquatucket River Watershed Council  
45 Eagle St, Suite 202  
Providence, RI 02909  
Attn: ADA Coordinator

An oral complaint may be filed by contacting the WRWC's ADA Coordinator directly at (401) 861-9046. If a reasonable accommodation is needed to communicate your complaint, such as an interpreter or alternative format, please indicate on the complaint form and assistance will be provided. Speech or hearing impairment assistance is available by dialing Rhode Island Relay at 211.

The written or oral complaint must be filed within **180 days** after the discriminatory action about which you are complaining. Send the complaint to:

Woonasquatucket River Watershed Council  
45 Eagle St, Suite 202  
Providence, RI 02909  
Attn: ADA Coordinator

## 2. Meet with the ADA Coordinator to Discuss Your Complaint

The ADA Coordinator will meet with the Complainant within **10 business days** of the complaint being filed or arrange a telephone meeting to discuss the complaint.

## 3. The ADA coordinator will synthesize the information from the meeting and the ADA complaint form into a report and will forward the completed document to the complainant for review and concurrence of the facts of the complaint. If the complainant agrees the document accurately portrays the complaint, they will sign and date the document. The form will also be signed and dated by the ADA Coordinator.

## 4. The Complaint is Investigated

Within **60 days** of the receipt of the signed Complaint Form, the meeting with the complainant, and the signed summation of the facts of the complaint, the ADA Coordinator will investigate the complaint. Following the investigation, the ADA Coordinator will contact the complainant to discuss the findings, explain how the complaint will be resolved and the timeframe for resolution of the complaint. The ADA Coordinator will provide a written decision to the complainant, signed and dated,

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which includes a finding of "Cause" or "No Cause" to believe any discrimination has occurred, as well as any actions WRWC will take to resolve the complaint.

### 5. If the Complaint is Not Resolved

If the complainant disagrees with the WRWC's decision regarding the original complaint, an appeal may be filed with the WRWC's Legal Services Office at:

Woonasquatucket River Watershed Council  
45 Eagle St, Suite 202  
Providence, RI 02909  
Attn: Senior Legal Council

The Department's Senior Legal Council will review the original complaint, the ADA Coordinator's written decision and findings, attempts to address the complaint, and reasons for the complainant's dissatisfaction with the original ruling.

A final determination will be made within **30 days** of the receipt of the appeal. The complainant will be notified of the decision in writing. The Senior Legal Council's decision will be final.

### 6. Other Filing Options

The use of the Woonasquatucket River Watershed Council's ADA Complaint process in no way precludes an individual or group from filing a formal complaint with the Rhode Island Governor's Commission on Disabilities, Civil Rights Division of the Federal Highway Administration, the U.S. Department of Transportation, or the United States Department of Justice. The complainant is *not* required to complete the WRWC Complaint Process before filing with any other agency.

### 7. Record Maintenance

The WRWC's ADA Coordinator will maintain ADA complaint and related documents for **3 years** from the date of final response.

### Complaint Procedure Timetable

Complaint must be filed within	180 days
ADA Coordinator meets with the Complainant within	10 business days
Complaint investigated within	60 days
Final determination made within	30 days
Record of complaint maintained for	3 years