

ADA Complaint Process

In compliance with the U.S. Department of Transportation 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, Klamath Basin Senior Citizens' Center ensures its services, vehicles, 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, including those denied a Reasonable Modification request, may file an ADA complaint.

Complaints may be submitted by filing an ADA Complaint Form, which can be found on our website at www.klamathseniorcenter.com or by calling 541-883-7171 TTY service by dialing 711 or 1-800-627-3529.

If the complainant is unable to write a complaint, a representative may file on his or her behalf, or Klamath Basin Senior Citizens' Center staff will provide assistance. Complaints must be filed within 180 calendar days of the alleged incident.

The ADA Coordinator or other qualified staff will contact the complainant within 15 business days of receipt of complaint. Any requested information must be received by Klamath Basin Senior Citizens' Center within 10 days of the request. If the Complainant does not respond to the request for information, the Complaint may be administratively closed.

Klamath Basin Senior Citizens' Center will begin the investigation within 15 business days of receipt of complaint.

An investigation into the complaint will be conducted and documented to determine whether Klamath Basin Senior Citizens' Center failed to comply with ADA regulations.

Klamath Basin Senior Citizens' Center will complete the investigation within 60 calendar days of receipt of complaint. If additional time is needed for the investigation, the complainant will be notified.

Klamath Basin Senior Citizens' Center will promptly communicate its response to the complainant, including its reasons for the response. The complainant will have 30 days from receipt of Klamath Basin Senior Citizens' Center response to file an appeal. If no appeal is filed, the complaint will be closed.

Any appeal will be heard by a separate person or committee than who made the original decision. An appeal may be filed by Contacting the Board of Directors by mail P.O. Box . JE Klamath Falls, Or 97602

