



WILF TRANSPORT
at the Wilf Campus for Senior Living

POLICY AND PROCEDURE	
SUBJECT: AMERICANS WITH DISABILITIES ACT (ADA) NON-DISCRIMINATION COMPLAINTS	Standard: 49 CFR Part § 27 Nondiscrimination Based on Disability (ADA)
EFFECTIVE DATE:	Rev Date:

POLICY STATEMENT

In accordance with 49 CFR § 27.7 Discrimination prohibited, no qualified person with a disability shall, solely by reason of his disability, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity that receives Federal financial assistance administered by the Department of Transportation.

The purpose of this part is to carry out the intent of section 504 of the Rehabilitation Act of 1973 ([29 U.S.C. 794](#)) as amended, to the end that no otherwise qualified individual with a disability in the United States shall, solely by reason of his or her disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

POLICY INTERPRETATION AND IMPLEMENTATION

Wilf Transport, Inc. (Wilf Transport) is committed to ensuring that no otherwise qualified individual with a disability in the United States shall, solely by reason of his or her disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination.

Wilf Transport provides appropriate due process standards and the prompt and equitable resolution of complaints alleging any action prohibited by 49 CFR parts 27, 37, 38, and 39.

ADA COMPLAINTS PROCEDURE

- Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice may file a complaint in writing to Wilf Transport.
- ADA Complaint information is posted on our website at <http://www.wilfcampus.org/transport/>. Additional information can be obtained by contacting Brad King, Director of Transportation at 732-649-3502 or via email at bking@wilfcampus.org.
- Wilf Transport will promptly communicate its response to the complaint allegations, including its reasons for the response, to the complainant by a means that will result in documentation of the response.



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- To file an ADA complaint of discrimination, contact and/or write to:

Wilf Transport, Inc.
354 DeMott Lane
Somerset, NJ 08873
732-649-3502
bking@wilfcampus.org

Or visit our web site at:

<http://www.wilfcampus.org/transport/>

All ADA complaints of discrimination received by Wilf Transport, Inc. 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. Wilf Transport, Inc. 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.

Wilf Transport, Inc. 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. Wilf Transport, Inc. has a zero tolerance policy on discrimination and will take appropriate corrective measures in all instances where a violation of Wilf Transport, Inc. 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 Wilf Transport, Inc. at any time to check on the status of their complaint.

Filing a Complaint Directly to the Federal Transit Administration:



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A complainant may choose to file an ADA 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

Responsibility: Executive Director

Review/	SIGNATURE	DATE