

Complaint Procedure for Disability-Related Grievances

It is the policy of the Mercer County Council on Aging (MCCoA) to not discriminate on the basis of disability. MCCoA has adopted an internal complaint procedure providing for the prompt and equitable resolution of complaints alleging any action prohibited by the Americans with Disabilities Act or Federal regulations, which implement these laws.

Any person who believes he or she has been the subject of discrimination on the basis of disability may file a complaint under this procedure. It is against the law for MCCoA to retaliate against anyone who files a complaint or cooperates in the investigations of a complaint.

All complaints should be directed to the MCCoA ADA Coordinator:

Linda Hoskins
Transportation Supervisor
MCCoA
217 Riley Street
Celina, OH 45822

Complaints can be filed orally or in writing and should contain:

1. The name, address and telephone number of the individual or representative filing the complaint. If a complaint is filed on behalf of third parties it must describe or identify the alleged victims of said discrimination.
2. An explanation of the discrimination or denial of service.
3. The date the alleged violation occurred.
4. Corrective action that is being sought.
5. Signature of the person filing the complaint.

A complaint form is available by contacting the MCCoA offices or as a PDF on the website MCCoA.net.

ODOT will be notified immediately upon receipt of a disability-related complaint pertaining to transportation.

Complaints must be submitted to the ADA Coordinator as soon as possible but no later than sixty (60) days after the date the person filing the complaint becomes aware of the alleged discriminatory action.

The ADA Coordinator will conduct an investigation of the complaint. The investigation will be thorough and all interested persons will have the opportunity to submit evidence relevant to the complaint.

The ADA Coordinator will maintain all files and records related to the complaint.

The ADA Coordinator will issue a written decision to the person filing the complaint within 10 (ten) days of the completed investigation.

The person filing the complaint may appeal the decision of the ADA Coordinator by writing the Executive Director of the MCCoA within 15 (fifteen) business days of receipt of the ADA Coordinator's decision.