



## **ADA Policy and Complaint Procedure**

The Americans with Disabilities Act of 1990 (ADA) is landmark federal legislation that opens services and employment opportunities to the millions of Americans with disabilities. The ADA affects access to employment; state and local government programs and services; transportation, and access to places of public accommodation such as businesses, non-profit service providers; and telecommunications.

### ADA Commitment & Compliance

HollyDELL, Inc. is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis on their disability as provided by the Americans with Disabilities Act.

HollyDELL, Inc. management, and all supervisors and employees share direct responsibility for carrying out HollyDELL Inc.'s commitment to the ADA. HollyDELL, Inc. ensures accountability in this commitment and supports all parts of the organization in meeting their respective ADA obligations. HollyDELL, Inc. coordinates internally with all appropriate offices in the investigation of complaints of discrimination and takes a lead role in responding to requests for information about civil rights obligations and operations.

### Complaints

If you wish to file an ADA complaint of discrimination with HollyDELL, Inc., please contact HollyDELL, Inc. by calling (856) 582-5151; completing the ADA Complaint Form, or writing HollyDELL, Inc.: 610 Hollydell Drive Hurffville, NJ 08080.

### Complaints Process

All ADA complaints of discrimination received by HollyDELL, 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 of the date of the alleged discrimination. HollyDELL, 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.

HollyDELL, 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. The 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. HollyDELL, Inc. has a zero-tolerance policy on discrimination and will take appropriate corrective measures in all instances where a violation of HollyDELL's 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, email, 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 the Transportation Coordinator at any time to check on the status of their complaint.

#### Filing a Complaint Directly to the Federal Transit Administration

A complainant may choose to file a Title VI 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

#### Additional Information

For additional information on HollyDELL's non-discrimination obligations and other responsibilities related to ADA, please call HollyDELL, Inc. or write to:

610 Hollydell Drive Hurffville, NJ 08080