



11 US Route 206, Suite 100 · Augusta, NJ 07822  
Phone: 973.383.7442 · Fax: 973.383.8330  
www.scarc.org

Andy Sharick, P.E., *Chairman of the Board*  
Richard C. Lecher, Ph.D., *President and Chief Executive Officer*

Janis M. Woerschling, *Chief Operating Officer*  
Karen L. Newburgh, CPA, *Chief Financial Officer*  
Mary Jo Smith, SHRM-SCP, *Chief Human Resources Officer*

## **SCARC, Inc. ADA Complaint Policy**

### **THE AMERICANS WITH DISABILITIES ACT (ADA)**

The Americans with Disabilities Act of 1990 (ADA) is landmark federal legislation that opens up 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.

### **SCARC, Inc. ADA COMMITMENT AND COMPLIANCE**

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

SCARC, Inc. management, and all supervisors and employees share direct responsibility for carrying out SCARC's commitment to the ADA. SCARC Management ensures accountability in this commitment, and supports all parts of the organization in meeting their respective ADA obligations. SCARC Management 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 SCARC's civil rights obligations and operations.

### **ADA COMPLAINTS**

If you wish to file an ADA complaint of discrimination with SCARC, Inc., please contact Richard C. Lecher, SCARC CEO, at 973-383-7442, or 11 U.S. Route 206, Suite 100, Augusta, New Jersey 07822, or use the online form.

### **WHAT HAPPENS TO MY ADA COMPLAINT OF DISCRIMINATION TO SCARC, Inc?**

All ADA complaints of discrimination received by SCARC, Inc. are reviewed by senior management and routed to the appropriate director 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. SCARC will provide appropriate assistance (online or 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.

SCARC 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. SCARC has a zero tolerance policy on discrimination and will take

appropriate corrective measures in all instances where a violation of SCARC'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, 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 SCARC Management at any time to check on the status of their complaint.

**FILING A COMPLAINT DIRECTLY TO THE FEDERAL TRANSPORTATION ADMINISTRATION:**

A complainant may choose to file a Title VI complaint with the Federal Transit Authority by contacting the Administration at:

Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

**FURTHER QUESTIONS ABOUT SCARC ADA OBLIGATIONS:**

For additional information on SCARC's non-discrimination obligations and other responsibilities related to ADA, please call 973-383-7442, or write to:

SCARC, Inc.  
11 U.S. Route 206, Suite 100  
Augusta, New Jersey 07822

**SEE SAMPLE COMPLAINT FORM ON NEXT PAGE**