



Town of Bristol, Rhode Island

Department of Community Development

10 Court Street
Bristol, RI 02809
www.bristolri.gov
401-253-7000

October 24, 2022

TO: Honorable Town Council
FROM: Diane M. Williamson
RE: ADA Complaint Form and Procedure

Diane W.

Attached, for your information, is a copy of the Town's ADA Complaint Form and Procedure which we are required to post for compliance with the Federal agencies that we receive grant funding from.

These documents were drafted in accordance with the template provided and were reviewed by the Town Solicitor's office.

Thank you.

TOWN CLERK'S OFFICE
BRISTOL, RHODE ISLAND
2022 OCT 24 PM 3:45

TOWN COUNCIL
NOV 02 2022
MEETING

Town of Bristol

Town Hall, 10 Court Street, Bristol, RI 02809

ADA Title II Complaint Form

Last Name	Middle Initial	First Name
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Street Address	City	State	Zip Code
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Telephone Number (including area code)	Best time to contact you
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E-mail address

1 Please provide a complete description of the specific issue(s) you believe are inconsistent with Title II of the Americans with Disabilities Act and/or Section 504 of the Rehabilitation Act of 1973 and or the ADA Amendments Act of 2008 (use additional pages as necessary and provide documentation supporting the allegation).

2 Please provide a specific location(s) of the ADA issues prompting this complaint.

3 Date when the ADA non-compliance occurred / was noted.

4 Please state, as specifically as possible, what you think should be done to resolve this complaint.

Signature

Date

Mail Completed Complaint Form to:

Town of Bristol
Town Hall
10 Court Street
Bristol, RI 02809
Attn: Stephen Greenleaf, ADA Coordinator

For Agency Use Only:

Date Complaint was received

Date Complaint investigated

Results of Investigation (attach supporting documentation or photographs)

Date Complainant Contacted

Method of Contact:

☐ Phone ☐ Letter ☐ Email
☐ Personal Visit

Complaint Resolved?

☐ Yes
☐ No (forward to Office of Legal Counsel for review)

Was the RI Governor's Commission on Disabilities contacted?

☐ Yes ☐ No

ADA Title II Complaint Procedure

Access for All

Title II of the Americans with Disabilities Act (ADA) of 1990, Section 504 of the Rehabilitation Act of 1973, and the ADA Amendments Act of 2008 protects qualified individuals with a disability from discrimination on the basis of that disability in the services, programs, or activities of the Rhode Island Department of Transportation (RIDOT).

Equal Access

The Town of Bristol will make reasonable accommodations to its policies and programs to ensure that individuals with disabilities have equal access to Town programs, services or activities. Individuals requiring auxiliary aids or services for effective communication or modification of policies or procedures of a Department program or service should contact Stephen Greenleaf, Town Building Official and ADA Coordinator at (401) 253-7000 ext. 127. Requests for auxiliary aids or services must be made no later than **10 business days** before the scheduled event.

ADA Complaint Procedure

In the event an individual believes the Town has failed to comply with Title II of the ADA and/or Section 504 of the Rehabilitation Act of 1973 by not providing equal access to, participation in, or denied the benefits of a Town service, program, or activity, that individual or group of individuals may file a complaint with the Town.

Who May File

Any person who believes the Town of Bristol, a Town sub-recipient, a Town consultant or a Town contractor has engaged in discrimination against that person or a specific class of persons, may file a complaint.

The process for filing an ADA Title II Complaint is as follows:

1. Fill out the complaint form and submit it to the ADA Coordinator at the address below.

A written complaint may be filed using the Town's Title II Complaint form. The complaint form is located on the Town of Bristol website at <http://www.bristolri.gov> under the heading of "Commerce", and the subheading of "Doing Business."

A copy of the form may be obtained by writing to the Town at: Bristol Town Hall, Attn: Stephen Greenleaf, 10 Court Street, Bristol, RI 02809

ADA Title II Complaint Procedure

Town of Bristol
Town Hall
10 Court Street
Bristol, RI 02809
Attn: Stephen Greenleaf ADA Coordinator

An oral complaint may be filed by contacting the Town's ADA Coordinator directly at (401) 253-7000 ext 127. If a reasonable accommodation is needed to communicate your complaint, such as an interpreter or alternative format, please indicate the need on the complaint form and assistance will be provided. Speech or hearing impairment assistance is available by dialing Rhode Island Relay at 711.

The written or oral complaint must be filed within **180 days** after the discriminatory action about which you are complaining. Send the complaint to:

Town of Bristol
Town Hall
10 Court Street
Bristol RI 02809
Attn: Stephen Greenleaf, ADA Coordinator

2. Meet with the ADA Coordinator to Discuss Your Complaint

The ADA Coordinator will meet with the Complainant within **10 business days** of the complaint being filed or arrange a telephone meeting to discuss the complaint.

3. The ADA coordinator will synthesize the information from the meeting and the ADA complaint form into a report and will forward the completed document to the complainant for review and concurrence of the facts of the complaint. If the complainant agrees that the document accurately portrays the complaint, they will sign and date the document. The form will also be signed and dated by the ADA Coordinator.

4. The Complaint is Investigated

Within **60 days** of the receipt of the signed Complaint Form, the meeting with the complainant, and the signed summation of the facts of the complaint, the ADA Coordinator will investigate the complaint. Following the investigation, the ADA Coordinator will contact the complainant to discuss the findings, explain how the complaint will be resolved and the timeframe for resolution of the complaint. The ADA Coordinator will provide a written decision to the complainant, signed and dated, which includes a finding of "Cause" or "No Cause" to believe any discrimination has occurred, as well as any actions RIDOT will take to resolve the complaint.

5. If the Complaint is Not Resolved

ADA Title II Complaint Procedure

If the complainant disagrees with the Department's decision regarding the original complaint, an appeal may be filed with the Bristol Town Council at:

Bristol Town Council
c/o Bristol Town Clerk
Town Hall
10 Court Street
Bristol, RI 02809

The Town Council will review the original complaint, the ADA Coordinator's written decision and findings, attempts to address the complaint, and reasons for the complainant's dissatisfaction with the original ruling.

A final determination will be made within **30 days** of the receipt of the appeal. The complainant will be notified of the decision in writing. The Town Council's decision will be final.

6. Other Filing Options

The use of the Town of Bristol's ADA Complaint process in no way precludes an individual or group from filing with the Rhode Island Governor's Commission on Disabilities, the Civil Rights Division of the Federal Highway Administration, the U.S. Department of Transportation, or the United States Department of Justice. The complainant is *not* required to complete the RIDOT Complaint Process before filing with any other agency.

7. Record Maintenance

The Town's ADA Coordinator will maintain ADA complaint and related documents for **5 years** from the date of final response.

Complaint Procedure Timetable

Complaint must be filed within	180 days
ADA Coordinator meets with the Complainant within	10 business days
Complaint investigated within	60 days
Final determination made within	30 days
Record of complaint maintained for	5 years