



SOUTH JERSEY TRANSPORTATION AUTHORITY

**FARLEY SERVICE PLAZA • P.O. BOX 351
HAMMONTON, N.J. 08037**

(609) 965-6060 • 800-658-0606 • FAX (609) 965-7315

Chris Christie
Governor

Kim Guadagno
Lt. Governor

Jamie Fox
Chairman

Frank F. Frankowski
Interim Executive Director

ADA Grievance Procedure

Grievance or Complaint Procedures under the Americans with Disabilities Act (ADA)

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefit by the South Jersey Transportation Authority (SJTA). The SJTA Personnel Policy and Procedures Manual governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Doris L. McClinton, Affirmative Action Officer,
ADA Coordinator
South Jersey Transportation Authority
25 South New York Avenue
Atlantic City, NJ 08401
(609) 344-4149 Ext. 428
Fax: (609) 347-6790
Email: dmcclinton@sjta.com

Within 15 calendar days after receipt of the complaint, Doris McClinton and her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Doris McClinton or her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the South Jersey Transportation Authority and offer options for substantive resolution of the complaint.

If the response by Doris McClinton or her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the SJTA Executive Director or his/her designee.

Within 15 calendar days after receipt of the appeal, the Executive Director or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Executive Director or his/her designee will respond in writing, and where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Doris McClinton or her designee, appeals to the Executive Director or his/her designee, and responses from these two offices will be retained by the South Jersey Transportation Authority for at least three years.