

Attachment A

**Ionia County Commission on Aging
Procedure to File a Complaint or Request Reasonable Modification Under the
Americans with Disabilities Act (ADA)**

If you believe you or another person has been discriminated against under Title II and III of the American Disability Act of 1990 by the Ionia County Commission on Aging or one of our employees, you can file a complaint, or alternatively, request reasonable modification, by mail, fax, or email at:

Carol Hanulcik
Ionia County Commission on Aging
115 Hudson St, Ionia MI 48846
(616) 527-5955 (fax) iccoa@ioniacounty.org

Take the first step: Before filing your complaint or request, contact the Ionia County Commission on Aging ADA Coordinator to discuss your concerns. They can look into the issue and try to come up with an acceptable resolution to the situation.

You may file a complaint or request a reasonable modification in writing with the Ionia County Commission on Aging using the following procedures:

1. File a written complaint with the Ionia County Commission on Aging as soon as possible, but no later than 180 calendar days after the alleged violation. Requests for reasonable modification may be filed at any time.
2. The written complaint or modification request should be submitted by the grievant and/or their designee.
3. Alternative means of filing complaints and requesting modifications, such as a personal interview or a tape recording, will be made available upon request.
4. The written complaint or modification request should contain the information required by the Ionia County Commission on Aging public policy that is available upon request. Alternative formats and language translations for this document are available on request.
5. Explanation of approval or denial of reasonable modification requests will be made and sent to the requestor within seven calendar days of receipt.
6. Within 15 calendar days of receiving a complaint, the Ionia County Commission on Aging will meet with the complainant to discuss the complaint and possible resolutions.
7. Within 15 calendar days of the meeting, the Ionia County Commission on Aging will respond in writing or another accessible format. The response will explain the position of the Ionia County Commission on Aging and offer options for substantive resolution of the complaint.
8. If the response by the Ionia County Commission on Aging does not resolve the issue, the complainant and/or designee may appeal the decision within 15 calendar days to the Federal Transit Administration Office for Civil Rights.

9. All written documents in the process will be retained by the Ionia County Commission on Aging for at least one year.