

Consumer Assistance Council, Inc.

A non-profit organization serving Cape Cod & the Islands since 1974

www.consumercouncil.com

*The Beecher Building
149 Main Street
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Americans with Disabilities Act rights and grievance procedures for The Consumer Assistance Council, Inc.

Policy

The Consumer Assistance Council, Inc., hereinafter 'Council' in compliance with state and federal laws and regulations that include the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 (Section 504), does not discriminate on the basis of disability in admission or access to, or in the administration of, its programs, services, and activities for the public.

In accordance with these laws, the CAC will make reasonable accommodation to the known physical and mental limitations of people with disabilities in order to provide an equal opportunity to enjoy and participate in the Council's programs, services, and activities available to the public. The Council will not retaliate against any individual who has complained of or opposed a violation of the ADA or of Section 504.

Individuals who need auxiliary aids for effective communication or any other reasonable accommodation are invited to make their needs known to the Council's personnel. They may wish to seek assistance directly from the Executive Director who acts as the ADA Coordinator.

Grievance Procedure

The Council has adopted the following grievance procedure to assure the prompt and equitable resolution of complaints by members of the public alleging that the Council has violated the ADA or Section 504, including complaints alleging retaliation for having complained of or opposed a violation of the ADA or Section 504.

Any person who wishes to make a complaint of a violation of the ADA or Section 504, including a complaint of retaliation, may do so by contacting the Council's ADA Coordinator. The Council prefers to receive complaints in writing, although alternative methods of communication, such as a personal or telephone interview, email, or a tape recording, are acceptable. The complainant should provide his or her name and address and describe the alleged violation in as much detail as possible, including the date(s) and people involved. The Council asks that the complainant make the complaint as soon after the alleged violation as possible, in order to allow a prompt investigation.

Upon receiving the complaint, the ADA Coordinator will coordinate with appropriate members of the Council's Board of Directors or appointed staff to promptly investigate the complaint and determine whether it can be resolved. When the investigation is complete, the ADA Coordinator or Board member if a conflict would arise, will communicate to the complainant the result of the investigation and any resolution.

If the Council determines that a requested accommodation would result in a fundamental alteration in the nature of the Council's programs, services, or activities, or in an undue financial or administrative burden, the ADA Coordinator will provide the complainant with a written statement of the reasons for reaching this determination. The ADA Coordinator will also work with the complainant to attempt to identify alternative action by the Council that would not result in such an alteration or such burdens, but would nevertheless ensure that the complainant receives the benefits and services of the Council's programs and activities.

If the complainant is dissatisfied with the ADA Coordinator's response, he or she may request reconsideration. The complainant may request reconsideration by submitting a written request to:

The Consumer Assistance Council's Board of Directors
Attention: President
149 Main St.
Hyannis, MA 02601

The government enforcement agency for the ADA and Section 504 is the U.S. Department of Justice. Complaints to that agency may be directed to:

United States Department of Justice
Civil Rights Division
950 Pennsylvania Ave., N.W.
Disability Rights Section, NYA
Washington, DC 20530

(202) 307-0663 (voice and TTY)

Fax: (202) 307-1198

CONTACT FOR AMERICANS WITH DISABILITIES ACT RIGHTS AND GRIEVANCE PROCEDURES

Executive Director/ ADA Coordinator, The Consumer Assistance Council, Inc.

Phone:

Voice Call ADA Coordinator, Voice at *508-771-0700*

Online:

Email: The Consumer Assistance Council Inc.'s ADA Coordinator at *info@consumercouncil.com*