

## ADA Public Notice

### Learn About Your ADA Public Rights

The Village Centers operates its programs and services in accordance with Americans with Disabilities Act (ADA). Any person who believes she or he has been aggrieved by any unlawful practice under ADA may file a complaint with The Village Centers.

**For more information on the procedures to file a complaint with The Village Centers, contact:**

281-358-6172

[www.thevillagecenters.org/transportation-services](http://www.thevillagecenters.org/transportation-services)

Or visit our administrative office located at:

2218 Northpark Drive, Suite 210, Kingwood, TX 77339

A complainant may file a complaint directly and learn more by visiting [File a Complaint | ADA.gov](#). If you have not heard from ADA after three months, you can call the [ADA Information Line](#) to check your complaint's status. You can reach the ADA Information Line at 800-514-0301 (voice) or 1-833-610-1264 (TTY).

## **ADA Complaint Procedure**

Any person who believes he/she has been aggrieved by an unlawful practice on the basis of disability by The Village Centers may file a complaint by completing and submitting The Village Centers ADA Complaint Form.

The Village Centers investigates complaints received no more than 180 days after the alleged incident. The Village Centers will process complaints that are complete. Once a completed complaint is received, The Village Centers will review it to determine jurisdiction. The complainant will receive an acknowledgment letter informing him/her whether the complaint will be investigated by The Village Centers.

The Village Centers will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, The Village Centers may contact the complainant. Unless a longer period is specified by The Village Centers, the complainant will have ten (10) days from the date of the letter to send requested information to The Village Centers investigator assigned to the case.

If The Village Centers investigator is not contacted by the complainant or does not receive the additional information within the required timeline, The Village Centers may administratively close the case. A case may be administratively closed also if the complainant no longer wishes to pursue their case.

After an investigation is complete, The Village Centers will issue a letter to the complainant summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If a complainant disagrees with The Village Centers determination, he/she may request reconsideration by submitting a request in writing to The Village Centers Director, Jessica Morales, within seven (7) days after the date of The Village Centers letter, stating with specificity the basis for the reconsideration. The Director will notify the complainant of his decision either to accept or reject the request for reconsideration within 10 days. In cases where reconsideration is granted, the Director will issue a determination letter to the complainant upon completion of the reconsideration review.