



**CDS Life Transitions and Affiliates
Grievance Procedure under the Americans with Disabilities Act**

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 benefits by CDS Life Transitions/Affiliates. Employment-related complaints of disability discrimination are covered elsewhere, in CDS Life Transition policies and the CDS Life Transitions Employee Handbook.

The complaint should be in writing and contain information about the alleged discrimination including name and contact information of complainant; and the location, date, and description of the problem. CDS Life Transitions ADA Discrimination Complaint Form will be the format used for documentation of the complaint. It may be completed by the complainant/designee or by the ADA Coordinator on behalf of the complainant. 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 his or her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

ADA Coordinator
CDS Life Transitions
860 Hard Road
Webster, New York 14580

Within 30 calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will meet with the complainant (by telephone or in person) to discuss the complaint and possible resolutions. Within 15 calendar days of this meeting, the ADA Coordinator or his 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 CDS Life Transitions and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator/designee does not satisfactorily resolve the issue, the complainant and/or his or her designee may appeal the decision within 15 calendar days of receipt of the response to the CDS Life Transitions President/CEO.

Within 15 calendar days of receipt of the appeal, the CDS Life Transitions President/CEO or their designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with the agency's final resolution of the complaint, or indicating that the matter has been returned to the ADA Coordinator for further action. If further action is indicated, the complainant will be contacted within 15 days.

All documentation of complaints, appeals and responses will be maintained by CDS Life Transitions for a period of three years.