



215 W. White Horse Pike
Berlin, NJ 08009
T 856.767.3650
F 856.767.1378

Margaret M. Englebert
Executive Director

The Arc of Camden County Complaint Policy

THE AMERICANS WITH DISABILITIES ACT (ADA)

The Americans with Disabilities Act of 1990 (ADA) is landmark federal legislation that opens up services and employment opportunities to the millions of Americans with disabilities. The ADA affects access to employment; state and local government programs and services; transportation, and access to places of public accommodation such as businesses, non-profit service providers; and telecommunications.

The Arc of Camden County ADA COMMITMENT AND COMPLIANCE

The Arc of Camden County is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis on their disability as provided by the Americans with Disabilities Act.

The Arc of Camden County management, and all supervisors and employees share direct responsibility for carrying out The Arc of Camden County commitment to the ADA. The Arc of Camden County's Transportation Committee, ensures accountability in this commitment, and supports all parts of the organization in meeting their respective ADA obligations. The Arc of Camden County's Transportation Committee, internally with all appropriate offices in the investigation of complaints of discrimination and takes a lead role in responding to requests for information about The Arc of Camden County civil rights obligations and operations.

ADA Complaints

If you wish to file an ADA complaint of discrimination with The Arc of Camden County please contact The Arc of Camden County via 856-768-0845 or 215 W. White Horse Pike, Berlin NJ 08009, or use our online form.

What Happens to my ADA Complaint of Discrimination to The Arc of Camden County

All ADA complaints of discrimination received by The Arc of Camden County are routed to local area management for prompt investigation and resolution. All complaints received will be investigated, so long as the complaint is received within 180 days from the date of the alleged discrimination.

The Arc of Camden County will provide appropriate assistance (online and otherwise) to complainants who are limited in their ability to communicate in English or require accommodation. Complainants will be requested to leave contact information for follow-up about their complaints.



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The Arc of Camden County aims to complete investigations into all complaints received, within 90 days of receipt. In instances where additional information is needed to complete an investigation, the investigator will contact the complainant using the contact information provided. Failure of the complainant to provide contact information or any requested additional information may result in a delay in resolution, or the administrative closure of the complaint. The Arc of Camden County has a zero-tolerance policy on discrimination and will take appropriate corrective measures in all instances where a violation of The Arc of Camden County non-discrimination policy has been established.

Once a complaint investigation is complete, complainants will receive a notice of finding via their preferred/available mode of contact (phone, E-mail, U.S. post, etc.). If no contact information is provided, a note regarding the outcome of the investigation will be saved on file for a minimum of three years. Complainants can contact The Arc of Camden County Customer Service at any time to check on the status of their complaint.

Filing a Complaint Directly to the Federal Transit Administration:

A complainant may choose to file a Title VI complaint with the Federal Transit Administration by contacting the Administration at:

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Further questions about The Arc of Camden County's ADA Obligations

For additional information on The Arc of Camden County non-discrimination obligations and other responsibilities related to ADA, please call 856-768-0845 or write to:

The Arc of Camden County
215 W. White Horse Pike
Berlin, NJ 08009

Achieve with us.

