

How to File a Complaint:

While a Complainant may preliminarily submit his or her complaint by online form submission, mail, facsimile, or email to the ADA Coordinator, a signed, original copy of the complaint must be mailed to the ADA Coordinator to officially begin the complaint process. Any person with a disability may request to file his or her complaint using an alternative format. **The City of Terre Haute** does not require a Complainant to use **the City of Terre Haute** complaint form when submitting his or her complaint.

Direct all complaints of discrimination pursuant to ADA to:

Anne-Therese Ryan, ADA Coordinator
17 Harding Ave.
Terre Haute, IN 47807
Human.Relations@TerreHaute.IN.Gov
812-244-5611

Complete Complaints:

A complaint must be both written and signed to be complete. Verbal complaints must be reduced to writing and provided to the Complainant for confirmation, review and signature before processing. If a person needs an accommodation to ensure the complaint is in writing, they may request one. The complaint form is available for download from **the City of Terre Haute** website at:

www.terrehaute.in.gov/departments/human/ada/

Additionally, a complaint must include the following information:

- The full name and address of the Complainant;
- The full name and address of the Respondent, the individual, agency, department or program that allegedly discriminated against Complainant; and
- A description of the alleged discriminatory act(s) that violated ADA (i.e., an act of intentional discrimination or one that has the effect of discriminating on the basis of disability) and the date of occurrence.

Processing Complaints:

The ADA Coordinator will process all complaints. The ADA Coordinator is responsible for:

- The ADA Coordinator will review the complaint upon receipt to ensure that all required information is provided, the complaint meets the filing deadline date which is 180 days from the date the alleged discriminatory act occurred, and falls within the jurisdiction of the City.
- The ADA Coordinator will then investigate the complaint or refer it to the appropriate entity. If the complaint is against the City then the Mayor's office or their designee will investigate the complaint. Additionally, a copy of the complaint will be forwarded to the City Attorney.
- If the complaint warrants a full investigation, the Complainant will be notified in writing by certified mail. This notice will name the investigator and/or investigating agency.
- The party alleged to have acted in a discriminatory manner will also be notified by certified mail as of the complaint. This letter will also include the investigator's name and will request that this party be available for an interview.
- Any comments or recommendations from legal counsel will be reviewed by the ADA Coordinator, Board of Public Works and Mayor's office.
- Once the City has investigated the report findings, the City will adopt a final resolution.
- All parties associated with the complaint will be properly notified of the outcome of the City's investigative report.
- If the complainant is not satisfied with the results of the investigation of the alleged discriminatory practice(s), she/he shall be advised of their right to appeal the City's decision. Appeals must be filed within 180 days after the City's final resolution. Unless new facts not previously considered come to light, reconsideration of the City's determination will not be available.