



PEAPACK, NJ 07977

Effective Date: 8/18/2012	Policy Code: Adm-110
Approval: Board of Trustees	Approval: President

ADM-110  
**Administration**

***ADA Grievance  
Procedure***

Section: General

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Policy:

The ADA Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in accessing Matheny services, activities and programs. A complaint may be communicated verbally, in writing or by e-mail and must include:

- Name, address and telephone number of the complaining party
- Brief description of the alleged violation
- Remedy sought

Corporate Compliance Officer (ADA Coordinator)

65 Highland Avenue, Peapack, N.J. 07977

[compliance@matheny.org](mailto:compliance@matheny.org)

Corporate Compliance Hotline Phone: 1-(877) 631-0014

Corporate Compliance Officer (908) 234-0011 x257

Upon receipt of a complaint, an investigation, if necessary will be conducted. Receipt of the complaint and description of the resolution, if any, will be issued and a copy sent to the complaining party. Matheny will provide a written response to the complaining party within thirty (30) days of receipt of any complaint. The ADA Coordinator shall maintain the records relating to a filed complaint under this procedure for seven (7) years.

Persons currently served by Matheny should refer to ADM-406 which governs service provision-related complaints of disability discrimination.

Matheny employees should refer to HR-212 which governs employment-related complaints of disability discrimination.

Reference:

Policy Code: ADM-110

Reviewed:

Revised: