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
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: