



Niagara Frontier Transportation Authority
Serving Buffalo Niagara

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 the Niagara Frontier Transportation Authority. The Niagara Frontier Transportation Authority’s Personnel Policy and Equal Employment Opportunity and Nondiscrimination Policy govern employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews, phone 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/ her designee as soon as possible, but no later than 60 calendar days after the alleged violation:

ADA/EEO Administrator
181 Ellicott Street
4th Floor
Buffalo, New York 14203

Within 15 calendar days after receipt of the complaints, the ADA/EEO Administrator or his/her designee will interview the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the interview, the ADA/EEO Administrator or his/her designee will respond in a format accessible to the complainant. The response will explain the position of the NFTA and offer options for substantive resolution of the complaints. The final resolution of the complaint will be documented by the ADA/EEO Administrator or his/her representative.

All written complaints received by the ADA/EEO Administrator, his/her designee and responses will be retained by the NFTA for at least three years.

9/1/16

Kimberley A. Minkel
Executive Director

Date

9/1/16

Sister Denise A. Roche
Chair

Date