

Baraga-Houghton-Keweenaw Community Action Agency, Inc.

**Procedure to File a Complaint or Request Reasonable Modification Under the
Americans with Disabilities Act (ADA)**

If you believe you or another person has been discriminated against under Title II and III of the American Disability Act of 1990 by **B-H-K Community Action Agency** or one of our employees, you can file a complaint, or alternatively, request reasonable modification, by mail, fax, or email at:

B-H-K Community Action Agency
Ms. Stephanie Maki, ADA Coordinator
926 Dodge Street, Houghton, MI 49931
Fax: (906) 482-5512
Email: *bhkcaa@att.net*

Take the first step: Before filing your complaint or request, contact the **B-H-K Community Action Agency** ADA Coordinator to discuss your concerns. They can look into the issue and try to come up with an acceptable resolution to the situation.

You may file a complaint or request a reasonable modification in writing with **B-H-K Community Action Agency** using the following procedures:

1. File a written complaint with **B-H-K Community Action Agency** as soon as possible, but no later than 180 calendar days after the alleged violation. Requests for reasonable modification may be filed at any time.
2. The written complaint or modification request should be submitted by the grievant and/or their designee.
3. Alternative means of filing complaints and requesting modifications, such as a personal interview or a tape recording, will be made available upon request.
4. The written complaint or modification request should contain the information required by the **B-H-K Community Action Agency** public policy that is available upon request. Alternative formats and language translations for this document are available on request.
5. Explanation of approval or denial of reasonable modification requests will be made and sent to the requestor within seven calendar days of receipt.
6. Within 15 calendar days of receiving a complaint, **B-H-K Community Action Agency** will meet with the complainant to discuss the complaint and possible resolutions.
7. Within 15 calendar days of the meeting, **B-H-K Community Action Agency** will respond in writing or another accessible format. The response will explain the position of **B-H-K Community Action Agency** and offer options for substantive resolution of the complaint.
8. If the response by the **B-H-K Community Action Agency** does not resolve the issue, the complainant and/or designee may appeal the decision within 15 calendar days to the Federal Transit Administration Office for Civil Rights.
9. All written documents in the process will be retained by **B-H-K Community Action Agency** for at least one year.