

Programs Employing People (PEP) - ADA Complaint Procedure

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities. PEP is dedicated to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of disability.

Programs Employing People (PEP) is committed to:

- Ensuring that the level and quality of transportation service is provided without regard to disability;
- Promoting the full and fair participation of all affected populations in transportation decision making;
- Preventing the denial, reduction or delay in benefits related to programs and activities that benefit those with a disability; and
- Ensuring meaningful access to programs and activities by persons with disabilities.

Management and all employees share the responsibility for carrying out PEP's commitment to the provisions of the American's with Disabilities Act of 1990. PEP's Director of Day Habilitation is responsible for the day-to-day operation of the program and investigates ADA complaints that come through the complaint process.

According to ADA regulation [§ 37.17\(b\)](#) any person who believes she or he has been discriminated against on the basis of disability by **Programs Employing People** may file an agency complaint form.

Field
Code

In the event that you need to submit and initiate a complaint, please see the following contact information below at PEP:

To call: PEP (215) 389-4006 and ask for the Human Resources Administrator

To mail a complaint:

Programs Employing People
ATTN: Human Resources Administrator
1200 S. Broad Street
Philadelphia PA., 19146

To email: Robert.Scott@pepservices.org or Ashley.Amadio@pepservices.org

Complaint forms can be found on PEP's website (in the discrimination policy section at the bottom of the page): www.pepservices.org

Programs Employing People investigates complaints received no more than 180 days after the alleged incident. **Programs Employing People** will only process complaints that are complete.

Once the complaint is received, **Programs Employing People** will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him of receipt of the complaint and whether the complaint will be investigated by our office.

Programs Employing People has 10 days to investigate the complaint. If more information is needed to resolve the case, **Programs Employing People** may contact the complainant.

The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, **Programs Employing People** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, she/he has 10 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, then contact 215 952 4283
Si se necesita informacion en otro idioma de contacto, 215 952 4283