



ADA NONDISCRIMINATION COMPLAINT PROCESS

Cardinal Hayes Home for Children (CHHC) does not discriminate on the basis of disability in its programs, services, activities, transportation services, or facilities.

If you believe you have been discriminated against, denied access, denied a reasonable accommodation, or otherwise treated unfairly on the basis of disability, you have the right to file an ADA complaint.

HOW TO FILE A COMPLAINT

- An ADA complaint should be submitted in writing whenever possible and should be filed within **30 calendar days** of the alleged incident in order to support prompt review and resolution.
- Complaints may be submitted using the Title VI / ADA Complaint Form or by submitting any written statement containing the relevant information.
- If you need help filing a complaint, CHHC will provide reasonable accommodation, including accepting a verbal complaint, assisting with completion of the complaint form, or providing complaint information in an accessible format.

WHERE TO SEND A COMPLAINT

Cardinal Hayes Home for Children
Maria Johnson-Moise
Title VI / ADA Coordinator

60 St. Joseph Drive
P.O. Box CH
Millbrook, NY 12545

Phone: (845) 677-6363

Email: mjohnsonmoise@cardinalhayeshome.org

Website: www.cardinalhayeshome.org

IMPORTANT TIMEFRAMES

- Complaints should be filed within **30 calendar days** of the incident.
- CHHC will acknowledge receipt of your complaint within **10 calendar days**.
- CHHC will provide a written response within **30 calendar days**.
- If additional time is needed due to the complexity of the matter, you will be notified.
- If you are not satisfied with the outcome, you may submit an appeal within **45 calendar days** of the date of the written response.

ACCOMMODATION / ACCESSIBILITY ASSISTANCE

If you need assistance filing a complaint, require a reasonable accommodation, or need information in an alternative format (such as large print, electronic format, or another accessible format), please contact:

Cardinal Hayes Home for Children
(845) 677-6363
mjohnsonmoise@cardinalhayeshome.org

If you need information in another language, please contact Cardinal Hayes Home at (845) 677-6363.
Si se necesita información en otro idioma, por favor comuníquese al (845) 677-6363.