



22 North Street  
Jaffrey, New Hampshire 03452  
(603) 532-2427  
(603) 532-2429 Fax  
Email: [adultcare@mfs.org](mailto:adultcare@mfs.org)

## Monadnock Adult Care Center

### ADA Complaint Form

If you believe you have received discriminatory treatment by the Monadnock Adult Care Center ( A ) transportation Program on the basis of disability you have the right to file a formal ADA complaint.

#### What happens to my ADA Complaint of discrimination?

All ADA complaints of discrimination received by [redacted] will be investigated promptly for resolution. [redacted] will provide appropriate assistance (online or otherwise) to complainants who are limited in their ability to communicate in English or require accommodation. Complaints will be requested to provide contact information for follow up about their complaints.

Name:

Address:

Phone number:

Email Address:

Are you filing this complaint on your own behalf?  Yes  No

If the answer is "no" please supply the name and relationship of the person you have designated to file the complaint.

Name:

Relationship:

Date of Alleged ADA Discrimination involving MACC Transportation: Month, Day, Year:

Explain as a clearly as possible what happened and why you believe you were discriminated against. Identify all persons who were involved. If more space is needed, please use the back of this form.

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Compliant Signature:

Date:

\*If the form is being filled out by someone other than the complainant, please sign & date below:

Signature:

Date:

*Once completed, please mail complaint form to:*

Complaints Manager  
Monadnock Family Services  
64 Main Street, Suite 201 Keene, NH  
03431

For further information or questions, please feel free to call Monadnock Family Services complaint manager at 603-357-4400.

**\*Once a complaint investigation is complete, complainants will receive a letter of findings via their preferred mode of contact (phone, E-mail, U.S. Post, etc.) If there is no contact information provided, a note regarding the outcomes of the investigation will be kept on file for a minimum of three years.**

## **Filing a Complaint Directly to the Federal Transit Administration**

A complainant may choose to file an ADA complaint with the Federal Transit Administration at:

Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5<sup>th</sup> Floor-TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

This page is for complainant's information only, does not need to be attached to the complaint form.