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 New York State Thruway Authority (Authority). Employment-related complaints of disability discrimination are covered elsewhere, in publications available from the Authority's Bureau of Accessibility, Equity, Diversity and Employee Engagement.

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. No particular format of the complaint is required. Alternative means of filing complaints, such as personal 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 their designee as soon as possible, but no later than 60 calendar days after the alleged violation to:

Director of Accessibility, Equity, Diversity and Employee Engagement
NYS Thruway Authority
PO Box 189 (518) 471-4321
Albany, NY 12201-0189 accommodations@thruway.ny.gov

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or their designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or their designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Authority and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or their designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the Chief Administrative Officer or their designee.

Within 15 calendar days after receipt of the appeal, the Chief Administrative Officer or their designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with the Authority's final resolution of the complaint, or indicating that the matter has been returned to the ADA Coordinator for further action. If further action is indicated, the complainant will be contacted within 15 days from the written response.

All written complaints received by the ADA Coordinator or their designee, appeals to the Chief Administrative Officer or their designee, and responses from these two (2) offices will be retained by the Authority for at least three (3) years.