



1425 East High Street  
Bryan, OH 43506  
Phone: 419.633.4317, FAX: 419.633.4319

### Resolution of Disability-Related Complaints Procedure:

*The Williams County Department of Aging Executive Director and Transportation Coordinator are designated to coordinate ADA Compliance.*

Upon receipt of a disability-related complaint, the Williams County Department of Aging Executive Director or Transportation Coordinator will immediately notify the ODOT Representative.

The Williams County Department of Aging respects the opinions and concerns of all consumers that our department serves. Consumers are encouraged to discuss complaints with the Executive Director at 419.633.4317 and/or Transportation Coordinator at 419.636.4047. When a complaint is fielded by any other staff person, that person is to contact the Executive Director.

The Executive Director and Transportation Coordinator will work together to call or meet with the complainant as soon as possible. The concerns are heard and documented, then investigated if that is warranted. The consumer is then contacted after investigation and told what has been done to rectify the concerns.

If that does not resolve the issue at hand, the complainant is asked to put the facts in writing with specific information including name, address, telephone number and a detailed description of the incident/complaint.

This written statement should then be submitted to:

The Williams County Department of Aging  
c/o Executive Director  
1425 E High Street  
Bryan, Ohio 43506

Once received, the Executive Director will contact the complainant and inform them of the procedure. After the Executive Director reviews said statement the complaint is then forwarded to the advisory board of the Williams County Department of Aging, who consider the issue and makes recommendations.

If that step does not reach a solution, the Williams County Commissioners, as the governing board of the department, will get involved in the matter.