



CUMBERLAND COUNTY HISTORICAL SOCIETY

Po Box 16

Greenwich, NJ 08323

Office Telephone: 856-455-8580

Email: cchistsoc@verison.net Website: www.cchistsoc.org

ADA Grievance Procedure

The Cumberland County Historical Society (CCHS) is committed to making our facilities and programs accessible for all. CCHS has adopted the following internal Grievance Procedure for resolving complaints alleging violations of or noncompliance with Section 504 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act of 1990 (collectively, the “ADA”).

Please submit a complaint using the procedure outlined below if you believe CCHS has improperly denied a requested accommodation or provided an inadequate accommodation; the organization’s facilities or its programs, services, or activities have been inaccessible to you due to disability; you have experienced discrimination or harassment by CCHS staff based on disability; or you believe that the museum is otherwise not in compliance with the ADA.

Submitting a Complaint

You may submit a complaint in person at the Warren & Reba Lummis Genealogical & Historical Research Library at 981 Ye Greate Street Greenwich, NJ 08323, by email to Brittney Ingersoll, brittlp48@gmail.com, or by mail to:

Cumberland County Historical Society

Attn: Brittney Ingersoll

PO Box 16

Greenwich, NJ 08323

You may also call 856-455-8580 if you need any assistance or an accommodation to file your complaint.

Grievance Procedure

1. Complaints must be submitted in writing, and must contain (a) the name, address, phone number, and if available, email address of the person submitting it (the “Complainant”); (b) a brief description of the nature of the complaint and the alleged violation of the

ADA; and (c) a description of circumstances giving rise to the complaint, including the date, location, and names of involved individuals and/or witnesses.

2. A complaint should be filed within thirty (30) calendar days after the alleged violation.
3. Chair of the Personnel Committee will conduct a prompt investigation of the following receipt of a complaint, providing all interested parties an opportunity to submit information relevant to the complaint. Chair of the Personnel Committee will contact the Complainant within ten (10) calendar days of receiving the complaint to discuss the alleged violation, gather additional information, if needed, and discuss possible resolutions.
4. A report containing the findings, explaining the Society's position and offering one or more options for resolution of the complaint, if any, shall be issued in writing or another accessible format by the Chair of the Personnel Committee no later than sixty (60) calendar days after receiving the complaint. This report will be sent to the Complainant no later than five (5) business days after it is issued. This timeline may be altered for good cause, such as complexity of the investigation or availability of relevant individuals; the Chair of the Personnel Committee will inform the Complainant if an extension is necessary and an updated date of completion.
5. The Complainant can request a reconsideration of the complaint in instances of dissatisfaction with the resolution. The request for reconsideration must be made within ten (10) calendar days of receiving the Chair of the Personnel Committee's report. The request for reconsideration must be made in writing or another accessible format and addressed to the Chair of the Personnel Committee. The Chair of the Personnel Committee shall forward the request to the CCHS Curator. The CCHS Curator will respond to the Complainant in writing or another accessible format within fifteen (15) calendar days. The CCHS Curator's decision is final.
6. The Accessibility Coordinator shall maintain the files and records of the Society relating to the complaints filed.

The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies in external forums. Use of this grievance procedure is a prerequisite to the pursuit of other remedies.

These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards and to ensure that the Cumberland County Historical Society complies with the ADA.