



<b>Corresponding TJC Standard(s):</b>	Origination and Revision Dates: 8/18/2012; 10/19/2015
<b>Other Authority:</b>	Review Dates: 10/2016; 9/2019
	Responsible Dept: Corporate Compliance

The ADA Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in accessing Matheny services, activities and programs. A complaint may be communicated verbally, in writing or by e-mail and must include:

- Name, address and telephone number of the complaining party
- Brief description of the alleged violation
- Remedy sought

Corporate Compliance Officer (ADA Coordinator)  
 65 Highland Avenue, Peapack, N.J. 07977  
[compliance@matheny.org](mailto:compliance@matheny.org)  
 Corporate Compliance Hotline Phone: 1-(877) 631-0014  
 Corporate Compliance Officer (908) 234-0011 x1257

Upon receipt of a complaint, ADA Coordinator will investigate it. Receipt of the complaint and description of the resolution, will be issued and a copy sent to the complaining party. Matheny will provide a written response to the complaining party within thirty (30) days of receipt of any complaint. The complainant, if dissatisfied with the resolution, may request reconsideration within (7) days after receiving written notice of resolution from ADA coordinator. The complaint will be made to the President/CEO of Matheny Medical and Educational Center. The President/CEO and Grievance Committee (ad hoc committee) shall hear the grievance within fifteen (15) days of the request and render a final decision within seven (7) days of grievance hearing. The ADA Coordinator shall maintain the records relating to a filed complaint under this procedure for seven (7) years.

Persons currently served by Matheny should refer to P 308 which governs service provision-related complaints.

Matheny employees should refer to H 611 which governs employment-related complaints of disability discrimination.