



TOWNSHIP OF UPPER

P.O. BOX 205 • TUCKAHOE, NEW JERSEY 08250 • 609-628-2011 • FAX: 609-628-3092

Office of the Township Administrator – James W. Van Zlike

DATE: 28 July 2025

SUBJECT: ADA Grievance Procedure – Upper Township, NJ

In accordance with the Americans with Disabilities Act (ADA), the Township of Upper has established the following internal grievance procedure to ensure prompt and equitable resolution of complaints alleging discrimination based on disability in the provision of Township services, programs, or activities.

1. Filing a Complaint

Complaints may be filed by any individual who believes they have been subjected to discrimination on the basis of disability by the Township of Upper.

Complaints should include:

- The name, address, and phone number of the complainant,
- A detailed description of the alleged discriminatory action, including date, time, location, and persons involved,
- The specific program, service, or activity involved, and
- The remedy or relief sought.

Complaints may be submitted in writing or, when necessary, in alternative formats such as personal interviews or audio recordings to accommodate individuals with disabilities.

Submit complaints to:

Rosemary Trout
ADA Coordinator
Upper Township Municipal Complex
2100 Tuckahoe Road
Petersburg, NJ 08270
Phone: 609.628.2011, ext. 200
Email: rtrout@uppertownship.com

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2. Complaint Processing

- Complaints should be submitted as soon as possible, but no later than **60 calendar days** after the alleged violation.
- Within **15 calendar days**, the ADA Coordinator will meet with the complainant to discuss the issue and possible resolution.
- Within **15 calendar days of that meeting**, the ADA Coordinator will respond in writing—and where appropriate, in a format accessible to the complainant—explaining the Township’s findings and any steps taken or proposed to resolve the issue.

3. Appeals Process

If the complainant is dissatisfied with the decision, they may appeal the outcome in writing to:

James W. Van Zlike

Township Administrator

2100 Tuckahoe Road

Petersburg, NJ 08270

Email: jvanzlike@uppertownship.com

The Administrator will issue a written decision on the appeal within **30 calendar days** of receipt.

4. Record Retention

All complaints and documentation associated with their resolution will be maintained by the ADA Coordinator for at least **three (3) years**.

This procedure is intended to meet the requirements of 28 CFR § 35.107(b). Individuals may also file complaints directly with the U.S. Department of Justice at www.ada.gov or by calling the ADA Information Line at 800-514-0301 (voice) or 800-514-0383 (TTY).

Respectfully,



James W. Van Zlike
Township Administrator