

Central Texas Housing Consortium Discrimination Complaint / Appeal Procedure under The Americans with Disabilities Act

This Appeal Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by residents who wish to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Central Texas Housing Consortium (CTHC) or to appeal a decision made by the ADA Coordinator in response to an ADA request.

The appeal / complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of resident and location, date, and description of the problem. 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 appeal / complaint should be submitted by the resident and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**ADA Coordinator
Central Texas Housing Consortium
P.O. Box 1326, Temple, TX 76503-1326**

The ADA Coordinator will provide all case documentation and relevant regulatory guidance to the Executive Director for review and final decision.

Within 15 calendar days after receipt of the appeal, the Executive Director, or appointed designee, will meet with the resident to discuss the complaint and possible resolution. Within 15 calendar days after the meeting, the Executive Director will respond in writing, and, where appropriate, in a format accessible to the resident, with a final resolution of the complaint.

All documentation will be retained by the CTHC for at least three years.