



THE AMERICAN WITH DISABILITIES ACT (ADA)

The Americans with Disabilities Act of 1990 (ADA) is landmark federal legislation that opens up services and employment opportunities to the millions of Americans with disabilities. The ADA affects access to employment; state and local government programs and services' transportation, and access to places of public accommodation such as businesses, non-profit service providers; and telecommunications.

ACADEMY ADA COMMITMENT AND COMPLIANCE

ACADEMY is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of their disability as provided by the Americans with Disabilities Act.

ACADEMY's management, and all supervisors and employees share direct responsibility for carrying out ACADEMY's commitment to the ADA. ACADEMY's Human Resource department ensures accountability in this commitment, and supports all parts of the organization in meeting their respective ADA obligations. The Human Resource department coordinates internally with all appropriate offices in the investigation of complaints of discrimination, and takes a lead role in responding to requests for information about ACADEMY's civil rights obligations and operations.

ADA Complaints

If you wish to file an ADA complaint of discrimination with ACADEMY, please contact ACADEMY via 201-420-7000 or 111 Paterson Ave. Hoboken, NJ 07030.

What Happens to my ADA Complaint of Discrimination to ACADEMY?

All ADA complaints of discrimination received by ACADEMY are routed to local area management for prompt investigation and resolution. All complaints received will be investigated, so long as the complaint is received within 180 days from the date of the alleged discrimination. ACADEMY will provide appropriate assistance (online and otherwise) to complainants who are limited in their ability to communicate in English or require accommodation. Complainants will be requested to leave contact information for follow up about the complaints.

ACADEMY aims to complete investigations into all complaints received, within 90 days of receipt. In instances where additional information is needed to complete an investigation, the investigator will contact the complainant using the contact information provided. Failure of the complainant to provide contact information or any requested additional information may result in a delay in resolution, or the administrative closure of the complaint. ACADEMY has a zero-tolerance policy on discrimination and will take



appropriate corrective measures in all instances where a violation of ACADEMY non-discrimination policy has been established.

Once a complaint investigation is complete, complainants will receive a notice of finding via their preferred/available mod of contact (phone, email, U.S. post, etc.). If no contact information is provided, a note regarding the outcome of the investigation will be saved on file for a minimum of three years. Complainants can contact ACADEMY's Human Resource department at any time to check on the status of their complaint.

Filing a Complaint Directly to the Federal Transit Administration:

A complainant may choose to file an ADA complaint with the Federal Transit Administration by contacting the Administration at:

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Further questions about ACADEMY ADA Obligations

For additional information on ACADEMY non-discrimination obligations and other responsibilities related to ADA, please call 201-420-7000 or write to:

Academy
111 Paterson Ave.
Hoboken, NJ 07030