



# Wyoming Independent Living

305 West 1st Street Casper, Wyoming 82601  
Phone: (800) 735-8322 / (307) 266-6956 Fax: (307) 266-6957

## ADA Complaint Process

In compliance with the Americans with Disabilities Act (ADA) of 1990 (49 CFR Parts 27, 37, 38 and 39), and Section 504 of the Rehabilitation Act of 1973, as amended, Wyoming Independent Living ensures it's services and facilities are accessible to and usable by individuals with disabilities. Anyone who believes he or she has been discriminated against on the basis of disability may file an ADA complaint.

Complaints may be submitted by downloading a complaint form at [www.wilr.org](http://www.wilr.org) or calling 307-314-2074. If the complainant is unable to write a complaint, a representative may file on his or her behalf, or WIL staff will provide assistance. Complaints must be filed within 180 calendar days of the alleged incident.

1. Once the complaint is received, the Executive Director will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The Executive Director has 45 days to investigate the complaint. If more information is needed to resolve the case, the Executive Director may contact the complainant requesting further information. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, the Executive Director can administratively close the case.

After the investigator reviews the complaint, the agency will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a ADA violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision it must direct the appeal back to the agency. The complainant has 30 days after receipt of the closure letter or the letter of finding to do so. The appeal will be investigated and decided by a separate party than the Executive Director (or other official who issued the initial decision). The appeal process information will be included in the letter.

Written ADA Complaints, or any questions regarding ADA protections, should be forwarded to:

**Amy Burns, Executive Director**  
**1050 North 3<sup>rd</sup> Street, Suite B1,**  
**Laramie, WY 82072**  
**307-314-2074**  
**Email: [aburns@wilr.org](mailto:aburns@wilr.org)**

**Complaint Tracking and Record Retention:**

The Executive Director will be responsible for tracking all ADA complaints for the purpose of establishing trend in allegations of discrimination.

The Executive Director will maintain a summary log of all ADA complaints. In addition, all complaint documents and materials gathered during the investigation are maintained for no less than (5) years.

\*Wyoming Independent Living will process and investigate all complaints that meet the requirements of ADA discrimination. If the complainant fails to provide required information within the required timeframe, the complaint may be closed.