

## **Rockingham Nutrition & Meals on Wheels Transportation Program Request for Reasonable Modification Complaint Form**

Any person who believes she or he has been discriminated against in obtaining a reasonable modification may file a complaint by completing and submitting a RNMOW's Reasonable Modification Complaint Form. RNMOW investigates complaints received no more than 30 business days after receipt. RNMOW will process complaints that are complete. Once the complaint is received, the complainant will receive an acknowledgement of receipt. If more information is needed to resolve the complaint, RNMOW may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to RNMOW.

Complaints may be submitted by emailing [Operations@RNMOW.org](mailto:Operations@RNMOW.org) or by mail to:  
RNMOW  
ATT: Operations Director  
106 North Road  
Brentwood, NH 03833

Alternative means of filing complaints, such as personal interviews, phone calls, or taped requests, will be accepted for persons with disabilities if unable to communicate their request in writing.

Please provide your contact information below

1. Name \_\_\_\_\_
2. Street Address \_\_\_\_\_
3. City, State, and Zip Code \_\_\_\_\_
4. Telephone number \_\_\_\_\_ Work, if applicable \_\_\_\_\_

Please describe your original request for accommodation/modification. Then please tell us why you disagree with the decision that RNMOW made in regards to your modification request. Feel free to attach your written or typed request to this form.

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If RNMOw is not contacted by the complainant or does not receive the additional information within 30 business days, RNMOw may administratively close the complaint. A complaint may be administratively closed also if the complainant no longer wishes to pursue their case.

After RNMOw investigates the complaint, a decision will be rendered in writing to the complainant. RNMOw will issue either a Letter of Closure or Letter of Finding.

- a. *Letter of Finding* – This letter will summarize the complaint, any interviews conducted regarding the complaint, and explains what actions will be taken by RNMOw to address the complaint.
- b. *Letter of Closure* – This letter will explain why RNMOw has determined that the complaint does not merit accommodation under the Americans with Disabilities Act and that the complaint will be closed.

If the complainant disagrees with the decision of RNMOw, an opportunity to appeal the decision may be pursued provided the complaint files notice of appeal within 21 days of the initial decision of RNMOw.

In the event of appeal, the complainant will be granted all due process, including the ability to present additional evidence, present the case in person during an appeal hearing, and to be represented by counsel.

Signature of person making the request \_\_\_\_\_

Date \_\_\_\_\_