



## **GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the **State of Arizona**. The State's Human Resources Division governs employment-related complaints of disability discrimination.

Any complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant 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 complaint should be submitted by the grievant and/or his/her designee as soon as possible after the alleged violation to:

**Emilio Velez**  
**Arizona ADA Coordinator**  
**100 N. 15<sup>th</sup> Avenue, Suite 261**  
**Phoenix, AZ 85007**

After receipt of the complaint, the State ADA Coordinator or his designee will forward the complaint to the appropriate State Agency Coordinator to discuss the complaint and possible resolutions. The State ADA Coordinator or appropriate Agency Coordinator will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the State of Arizona and offer options for substantive resolution of the complaint.

Individuals may also file a complaint with the Arizona Civil Rights Division, the Equal Employment Opportunity Commission, or other agencies designated in the ADA ([www.ada.gov](http://www.ada.gov)). Individuals who have complaints may also file private lawsuits in appropriate courts within certain timelines and should consult their legal advisors accordingly.

All written complaints received by the State ADA Coordinator or his designee and record of responses and other actions will be retained by the **State of Arizona** for at least three years.