

Missouri Department of Higher Education & Workforce Development

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 Missouri Department of Higher Education & Workforce Development (“MDHEWD”). The MDHEWD's Personnel Policy governs employment-related complaints of disability discrimination.

The 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 grievant or his/her designee should submit the complaint, to the attention of **ADA Coordinator**, as soon as possible but no later than 60 calendar days after the alleged violation to:

complaints@dhewd.mo.gov or 205 Jefferson Street, Jefferson City, MO 65102

Within 15 work days after receipt of the complaint, the ADA Coordinator or a designee will contact or meet with the complainant to discuss the complaint and the possible resolutions. Within 15 work days of the meeting, the ADA Coordinator or a designee 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 MDHEWD and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or designee does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 work days after receipt of the response to the Commissioner of Higher Education & Workforce Development (“Commissioner”).

Within 15 work days after receipt of the appeal, the Commissioner or a designee will contact or meet with the complainant to discuss the complaint and possible resolutions. Within 15 work days after the meeting, the Commissioner or a designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator or a designee, appeals to the Commissioner or a designee, and responses from these offices will be retained by the MDHEWD for three years.