**State of Idaho Grievance Procedure   
As Covered by The Americans with Disabilities Act**

The purpose of this document is to outline the grievance procedure necessary to meet the requirements of [Title II of the Americans with Disabilities Act (ADA)](https://www.ada.gov/ada_title_II.htm), as amended.  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 Idaho.  The State of Idaho’s [Respectful Workplace Policy](https://dhr.idaho.gov/wp-content/uploads/RW-Policy.pdf) governs employment-related complaints of disability discrimination.

The submitted complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of grievant and location, date, and description of the concern; including the name and location of the State program or access to service involved in the alleged occurrence.  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 their designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**Paige Bongiorno**

304 North 8th Street P.O. Box 83720 Boise, Idaho 83720-0066 (208) 854-3077 Email: [paige.bongiorno@dhr.idaho.gov](mailto:paige.bongiorno@dhr.idaho.gov) Fax: (208) 354-3088

When a complaint is received, the Statewide ADA Coordinator will notify the agency ADA designee within 5 calendar days of the complaint. Within 30 calendar days after receipt of the complaint from the Statewide ADA Coordinator, the agency ADA designee will meet with the grievant to discuss the complaint and possible resolutions. Within 30 calendar days of the meeting, the agency ADA designee will respond in writing and, where appropriate, in a format accessible to the grievant, such as large print, Braille, or audio tape. With respect to the response, the ADA designee will notify both the Statewide ADA Coordinator and the grievant in writing if an extension is necessary. The final agency response will explain the stance of the State of Idaho agency and offer options for substantive resolution of the complaint.

If the response bythe agency ADA designee does not satisfactorily resolve the issue, the grievant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the Statewide ADA Coordinatoror their designee. The Statewide ADA Coordinator will consult with the appropriate agency official(s) during the appeals process.

Within 15 calendar days after receipt of the appeal, the Statewide ADA Coordinatoror their designee will meet with the grievant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Statewide ADA Coordinatoror their designee will respond in writing, and, where appropriate, in a format accessible to the grievant, with a final resolution of the complaint.

All written complaints received by the Statewide ADA Coordinator or agency ADA designee,appeals, and responses from these two offices will be retained by the State of Idaho for at least three years.