

# **State of Idaho**

## **Complaint 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 Idaho. The State of Idaho's Respectful Workplace 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; 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:

Janelle McDonald, Statewide ADA Coordinator  
304 North 8th Street  
P.O. Box 83720  
Boise, Idaho 83720-0066  
(208) 854-3077  
Email: [ada.coordinator@dhr.idaho.gov](mailto:ada.coordinator@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 complainant to discuss the complaint and the 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 complainant, such as large print, Braille, or audio tape. The response will explain the position of the State of Idaho Agency and offer options for substantive resolution of the complaint.

If the response by the Agency ADA designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the Statewide ADA Coordinator or 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 Coordinator or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Statewide ADA Coordinator or their 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 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.