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**Grievance Procedure under the Americans with Disabilities Act,
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Maine Department of Transportation

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Maine Department of Transportation 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 **Maine Department of Transportation**. The Maine Department of Transportation'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 complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than **180** calendar days after the alleged violation to:

Theresa Savoy, ADA Coordinator
State House Station # 16
Augusta, ME 04333-0016
Phone- (207) 624-3042 or TTY 888-516-9364

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

If the response by the ADA Coordinator or a designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Commissioner or his/her designee.

Within 15 calendar days after receipt of the appeal, the Commissioner or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Commissioner or his/her 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 ADA Coordinator or a designee, appeals to Commissioner or his/her designee, and responses from these two offices will be retained by Maine Department of Transportation for at least three years.