

# **Missouri Department of Higher Education**

## **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. The Missouri Department of Higher Education'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 60 calendar days after the alleged violation to:

**Pam Dobson, Director of Administration  
ADA Coordinator  
205 Jefferson Street, Jefferson City, MO 65102**

Within 15 work days after receipt of the complaint, Director of Administration or ADA Coordinator or her designee will contact or meet with the complainant to discuss the complaint and the possible resolutions. Within 15 work days of the meeting, Director of Administration or ADA Coordinator or her 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 Missouri Department of Higher Education and offer options for substantive resolution of the complaint.

If the response by Director of Administration or ADA Coordinator or her designee does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 work days after receipt of the response to the Department's General Counsel or his designee.

Within 15 work days after receipt of the appeal, the General Counsel or his designee will contact or meet with the complainant to discuss the complaint and possible resolutions. Within 15 work days after the meeting, the General Counsel or his 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 Director of Administration or ADA Coordinator or her designee, appeals to the General Counsel or his designee, and responses from these two offices will be retained by the Missouri Department of Higher Education for three years.