



AMERICANS WITH DISABILITIES ACT GRIEVANCE NOTICE



If you ask for an accommodation and do not get it or you think DES has treated you unfairly because of your medical problem or disability, you have a right to file an ADA grievance (complaint) with the Department ADA Coordinator. You can file a grievance in a letter, on a DES grievance form, or by phone.

To file a grievance:

- Contact the Department ADA Coordinator by phone, in writing or by filing a J-930-B (Client Grievance) form.
- If you need help, the Department ADA Coordinator will assist you with the grievance process.
- The Department ADA Coordinator will put your grievance in a format you can review. You can ask for alternate formats if needed. (i.e.; Braille, large print, Jaws access, etc.)
- Your grievance will then be investigated by the Department ADA Coordinator.
- The Agency will give you a final decision within 15 business days from the date of receipt.

If you do not agree with the decision:

- You retain your right to pursue your charge with the appropriate federal agency. The Director's Office of Equal Opportunity (DOEO) can help you find the appropriate office.

The Department ADA Coordinator is:

Name: Carolyn Sinclair

Voice No.: 602-364-3976

Name: Morris Greenidge

Voice No.: 602-364-3976

Fax No: 602-364-3982

You can also contact the Department ADA Coordinator at the address below.

DES Director's Office of Equal Opportunity

1717 W. Jefferson, Room 109

Site Code 049Z

Phoenix, AZ 85007

TTY: 7-1-1

Please Note:

ADA does not require DES to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.