



Americans with Disabilities Act grievance procedure

Overview

The Pennsylvania State Police (PSP) has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Title II of The Americans with Disabilities Act (ADA) (42 U.S.C. §12101 *et seq.*) 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 PSP. The PSP's Administrative Regulation 4-26 governs employment-related complaints of disability discrimination.

The PSP will make appropriate arrangements to ensure that disabled persons are provided other accommodations, if needed, to participate in this grievance process. Such arrangements may include, but are not limited to, providing interpreters for the deaf, providing taped cassettes of material for the blind, providing correspondence in electronic formats which may be read by screen readers, or assuring a barrier-free location for the proceedings. The ADA Coordinator/Director, Equality and Inclusion Office or designee will be responsible for such arrangements.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number, and email address of the complainant and the 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 as soon as possible, but no later than 60 calendar days of the alleged violation to the PSP's ADA Coordinator:

Director, Equality and Inclusion Office
1800 Elmerton Ave
Harrisburg, PA 17110
717-787-7220
ra-pspequalempoppoff@pa.gov

ADA grievance procedure

Step 1: Complete the grievance form

A written grievance should be filed on the ADA Grievance Form attached hereto. An oral grievance can be filed by contacting the ADA Coordinator/Director, Equality and Inclusion Office. The oral grievance will be reduced to writing by the ADA Coordinator utilizing the ADA Grievance Form. The grievance must contain the name and address of the grievant, a description of the alleged discriminatory act or decision including relevant dates and locations, and the remedy or relief sought.

Step 2: Submit the grievance form

The grievance form must be filled out completely and submitted by e-mail or mailed to the ADA Coordinator/Director, Equality and Inclusion Office within 60 calendar days from the date of the alleged discriminatory action or decision. Reasonable accommodations to complete this form or submit the grievance

will be made available to persons with disabilities upon request to the ADA Coordinator/Director, Equality and Inclusion Office or designee.

Step 3: Acknowledgement of the grievance

The grievance will be acknowledged and/or responded to within 15 calendar days of receipt. The ADA Coordinator/Director, Equality and Inclusion Office or designee will contact the grievant to discuss the complaint and the possible resolutions. Additionally, an inquiry will be made to see if any accommodations will be needed during any meetings or interviews.

Step 4: Resolution of your grievance

The ADA Coordinator/Director, Equality and Inclusion Office or designee shall conduct an investigation of the complaint. This investigation may be informal, but it will afford all relevant persons an opportunity to submit evidence relevant to the complaint. Within 45 calendar days of the initial contact with the grievant, the ADA Coordinator/Director Equality and Inclusion Office will respond in writing, and where appropriate, in format that is accessible to the grievant such as large print, Braille, or audio tape. The response will explain the position of the PSP and offer any options for substantive resolution of the complaint. If the ADA Coordinator/Director, Equality and Inclusion Office or designee is able to resolve the grievance, the resolution shall be set forth in writing and sent to the grievant. If the ADA Coordinator/Director, Equality and Inclusion Office or designee finds the PSP is in compliance with the applicable nondiscrimination statutes and related Commonwealth policies, the ADA Coordinator/Director, Equality and Inclusion Office or designee shall advise the grievant in writing, of the position of the PSP and the federal and state agencies available to pursue the matter further.

The determination of the Director, Equality and Inclusion Office or designee is not appealable. However, if the grievant is dissatisfied with the determination, the grievant may have other remedies to file a complaint under state or federal law. Federal law does not require people who want to file an ADA complaint against the PSP to file an internal grievance with the with the agency first.

File maintenance

All written complaints received by the ADA Coordinator/Director, Equality and Inclusion Office or designee, and responses will be maintained for a period of three years.