



## Grievance Procedure for ADA Issues

Legislative Administration has adopted an internal procedure providing for resolution of concerns regarding universal access and ADA based on U.S. Department of Justice regulations implementing Title II of the ADA. This Procedure has been developed to comply with 28 CFR 35.107(b).

### Filing

1. Concerns regarding universal access and the ADA as it relates to Legislative Administration or its employees on the basis of an individual's disability:
  - a) Should be filed as soon as possible but no later than 45 calendar days after the alleged violation;
  - b) Filed in writing, dated and signed by the individual or by the individual's authorized representative (upon request, other alternative means of filing a complaint will be made);
  - c) Contain the name, address, telephone number, and e-mail address of the individual (and representative, if used) filing it;
  - d) Describe briefly, but with sufficient detail, the circumstances of the alleged violation of the regulations. Indicate the date, place, and nature of the occurrence. Include the names, if known, of any official or employee involved, and the names of any persons witnessing the event; and
  - e) Indicate recommended corrective action that may resolve the alleged violation(s).
2. Complaints should be filed at Legislative Administration, Employee Services:

**Legislative Administration, Employee Services**  
900 Court Street NE, RM 140B  
Salem, OR 97301  
Phone: (503)986-1373 or (800)332-2313 Fax: (503) 986-1684  
E-mail: [employee.services@state.or.us](mailto:employee.services@state.or.us)

All complainants will be notified in writing by the above named person of the receipt of the complaint.

1. An investigation, as may be appropriate, shall follow a filing of a complaint. An investigation will be informal but will afford the complainant and their representatives, if any, an opportunity to submit information or evidence relevant to the complaint.
2. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued and a copy forwarded to the complainant no later than 45 calendar days after its filing.
3. The local administrative authority shall maintain the files and records relating to complaints filed for a period of three years.

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