

Indiana Department of Child Services 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 Indiana Department of Child Services. The State Personnel Department'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:

ADA Coordinator

Indiana Department of Child Services

302 W. Washington Street, E306

Indianapolis, IN 46204

Email <ADAcordinator@dcs.in.gov>

Within 15 calendar days after receipt of the complaint the ADA Coordinator will meet with the complainant to discuss the complaint and the possible resolutions. Within 30 calendar days of the meeting the ADA Coordinator 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 Indiana Department of Child Services and offer options for substantive resolution of the complaint.

All written complaints received by the ADA Coordinator will be retained by the Department of Child Services for at least three years.