



## **GRIEVANCE PROCEDURES UNDER THE AMERICANS WITH DISABILITIES ACT**

This grievance procedure is established for the Missouri Department of Natural Resources (Department) to meet the requirements of the Americans with Disabilities Act (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 Department. The Department's personnel policies govern employment-related complaints of disability discrimination.

The complaint should be in writing and contain information regarding the allegations such as name, address, phone number of complainant and location, date and description of the alleged incident. 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 or their designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**Misty Hill, Human Relations Officer/ADA Co-Coordinator**  
**Department of Natural Resources**  
**PO Box 176**  
**1101 Riverside Drive**  
**Jefferson City, MO 65101**  
**Phone: 573-751-7719**

**Or**

**Mike Sutherland, Deputy Director Resources/ADA Co-Coordinator**  
**Missouri State Parks**  
**PO Box 176**  
**1659 East Elm St**  
**Jefferson City, MO 65101**  
**Phone: 573-751 - 2123**

### **Department Responsibilities**

Within 15 calendar days after receipt of the complaint, the ADA Co-Coordinator or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days of the meeting, the ADA Co-Coordinator or their designee will respond in writing, and where appropriate, in a format accessible to the complainant, e.g., large print, Braille, or audiotape. The response will explain the position of the Department and offer options for substantive resolution of the complaint, where applicable.

**Appeal Process**

If the response by the ADA Co-Coordinator or their designee does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response, to the Division Director or their designee, as that individual is identified in the written response from the ADA Co-Coordinator.

Within 15 calendar days after receipt of the appeal, the Division Director or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Division Director or their designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

**Retention Records**

All written complaints received by the Human Relations Officer/ADA Coordinator or their designee, appeals to the Division Director or their designee, and responses from these two offices will be retained by the Department of Natural Resources for at least three years.