

Americans with Disabilities Act (ADA) Grievance Procedure

Anyone may file a disability discrimination complaint against any program, service, activity, or facility of the Department of Public Works (DPW)*. If possible, complaints should be in writing and provide information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem.

To submit a complaint or for assistance with filing a disability discrimination complaint, contact the DPW ADA Coordinator:

Name:

Email:

Address:

Phone:

TTY/Telerelay:

Within 15 calendar days of complaint submission, DPW will contact the complainant to discuss the issue(s) and possible resolution. Within 45 days, DPW will investigate the matter and respond to the complainant in writing, explaining DPW's position and providing options for substantive resolution of the complaint.

Should DPW be unable to satisfactorily resolve the matter, the Complainant may further pursue the complaint through the US Department of Justice online portal at:

<https://civilrights.justice.gov/report/> .

** Complaints of employment discrimination under Title I of the ADA must be submitted to the Human Resources Division of the territorial government.*