

## **Grievance Procedure under the Americans with Disabilities Act**

This Grievance Procedure is established 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 Missouri Department of Agriculture (MDA). The MDA personnel policies govern 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 or his designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**Human Resources Director  
Missouri Department of Agriculture  
PO Box 630  
Jefferson City, MO 65109**

Within 15 calendar days after receipt of the complaint, the Human Resources Director or ADA Coordinator will respond. Within 15 calendar days of the response, the Human Resources Director or 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 MDA and offer options for substantive resolution of the complaint. If the response by the Human Resources Director or ADA Coordinator does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the General Counsel. Within 15 calendar days after receipt of the appeal, the General Counsel will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the General Counsel will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Human Resources Director or ADA Coordinator, appeals to the General Counsel, and responses from these two offices will be retained by MDA for at least three years.