



# NOTICE

No. 15-01E

Issue date:

May 6, 2015

## GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT (FOR POSTING)

*This Notice, titled *Grievance Procedure under the Americans with Disabilities Act*, is issued as an appendix to Notice 15-01. Copies of any policies may be requested from the Corporate Policy Office.*

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 Maryland-National Capital Park and Planning Commission (M-NCPPC).<sup>4</sup>

Patron complaints 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 upon request for persons with disabilities.

The complaint should be submitted as soon as possible but no later than 60 calendar days after the alleged violation to the appropriate departmental ADA Coordinator/office listed below, based on the department/location offering the program/services:

***Prince George's County Parks and Recreation Department***

Therapeutic Recreation Manager  
7833 Walker Drive, Suite 110  
Phone 301-446-3412, TTY 301-446-3402

***Prince George's County Planning Department***

Office of the Director, Prince George's County Planning  
14741 Governor Oden Bowie Drive, Upper Marlboro, Maryland, 20722  
Phone 301-952-3595, FAX 301-952-5804, TTY 301-952-3796

***Montgomery County Parks Department***

Senior ADA Compliance Project Manager  
Parkside Headquarters, 9500 Brunett Avenue  
Silver Spring, MD 20901  
Phone 301-495-2571, Fax 301-585-1921, Maryland Relay 7-1-1

***Montgomery County Planning Department***

Office of the Director, Montgomery County Planning  
8787 Georgia Avenue, Silver Spring, MD 20910  
Phone 301-495-4610, Fax 301-495-1306, Maryland Relay 7-1-1

<sup>4</sup> The Merit System Rules and Regulations, Administrative Practice 2-25 (Employment Dispute Resolution), and applicable Collective Bargaining Agreements govern employment-related complaints of disability discrimination.

***Executive Office Building/Bi-County Operations***

Office of the Executive Director

6611 Kenilworth Avenue, 4<sup>th</sup> Floor

Riverdale, MD 20737

Phone 301-454-1740, Fax 301-454-1750, TTY 301-454-1410

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or his/her designee 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 M-NCPPC and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Executive Director or his/her designee:

***Office of the Executive Director***

6611 Kenilworth Avenue, Riverdale, Maryland 20737

Phone 301-454-1740, FAX 301-454-1750, TTY 301-454-1410

Within 15 calendar days after receipt of the appeal, the Executive Director or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Executive Director or his/her designee 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 ADA Coordinator or his/her designee, appeals to the Executive Director or his/her designee, and responses from the ADA Coordinators and/or the Executive Director will be retained by the M-NCPPC for at least three years.

