

# Americans With Disabilities Act Complaint Procedure



Iowa Workforce Development has adopted an internal complaint procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations implementing Title II of the Americans with Disabilities Act (ADA). Title II states, in part, that "no otherwise qualified individual with a disability shall, solely by reason of such disability, be excluded from the participation in, be denied benefits of, or be subjected to discrimination" in programs or activities sponsored by an agency.

**Complaints should be addressed to: Ramona Kintz, Affirmative Action Compliance Officer, 1000 East Grand Avenue, Des Moines, Iowa 50319-0209, (515) 281-3316, TDD 1-800-831-1399, who has been designated to coordinate ADA compliance efforts. From Des Moines (515) 281-4748**

1. A complaint should be filed in writing or verbally, contain the name and address of the person filing it, and briefly describe the alleged violation of the regulations.
2. A complaint should be filed within 180 days after the complainant becomes aware of the alleged violation. (Processing of allegations of discrimination which occurred before this complaint procedure was in place will be considered on a case-by-case basis.)
3. An investigation, as may be appropriate, shall follow a filing of complaint. The investigation shall be conducted by the Affirmative Action Compliance Officer or his/her designate. These rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
4. A written determination as to the validity of the complaint and a description of the resolution, if any shall be issued by the Affirmative Action Compliance Officer or his/her designee and a copy forwarded to the complainant no later than 30 days after its filing.
5. The ADA coordinator shall maintain the files and records of Iowa Workforce Development relating to the complaints filed.
6. The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be made within 30 days to the Bureau Chief of the Employee Services Department, 1000 East Grand Avenue, Des Moines, Iowa 50319-0209, (515)-281-8149, TDD 1-800-831-1399.  
From Des Moines (515) 281-4748.
7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or agency. Use of this complaint procedure is not a prerequisite to the pursuit of other remedies. You may file your complaint directly with the Directorate of Civil Rights (DCR). DCR encourages that the local level complaint process be pursued initially, failing a resolve or receiving an unsatisfactory resolution you may file with:

***The Director  
Directorate of Civil Rights (DCR) — U.S. Department of Labor  
200 Constitution Avenue NW - Room N-4123, Washington, DC 20210***

You may also file with: ***the Iowa Civil Rights Commission (ICRC)  
211 East Maple Street - 2nd Floor — Des Moines, Iowa 50309-1858  
Phone: (515) 281-4121 OR 1-800-457-4416 — TTY (Voice) 1-800-735-2943 1-515-281-8085, TTY 1-800-735-2942***

OR

***U.S. Equal Opportunity Commission, Washington DC 20507 or an EEOC field office in Iowa call (414) 297-1111  
TDD Number: 202-663-4399***

8. These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards, and to assure that Iowa Workforce Development complies with the ADA and implementing regulations.