

## Submitting Complaint

### Step 1

Submit complaint of discrimination within 60 days of alleged violation.

### Step 2

Complaint should include: name, address, phone number, location of complainant, and description of the problem.

## Submitting Complaint

### Step 3

Complaint should be in writing. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities.

### Step 4

Submit complaint to ADA Coordinator for DCS.

## Processing Complaint

### Step 5

ADA Coordinator will follow up to discuss the complaint and requested resolution within 15 days.

### Step 6

Within 30 days of discussion, ADA Coordinator or designee will respond with DCS's position and proposed resolutions.