



GRIEVANCE COMPLAINT POLICY

I. PURPOSE

The New Mexico Department of Finance and Administration's Grievance Complaint Policy ("Policy") establishes a procedure for *any person* to file a complaint alleging discrimination on the basis of Disability in the provision of services, activities, programs, or benefits by the DFA, in accordance with the Americans with Disabilities Act ("ADA"). If you are an Employee, then refer to the DFA's Personnel Policy, which governs Employee-related complaints of disability discrimination.

II. PROCEDURE

- A. The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of the complainant and location, date, and description of the problem.
- B. 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.
- C. The complaint should be submitted by the grievant and /or his/her designee as soon as possible, but no later than sixty (60) calendar days after the alleged violation.
- D. Complaints must be submitted to:

Diane Swan, ADA Coordinator
New Mexico Department of Finance and Administration
407 Galisteo Street
Santa Fe, NM 87501
Diane.Swan@dfa.nm.gov

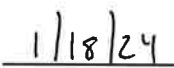


- E. Within fifteen (15) calendar days after receipt of the complaint, ADA Coordinator, or designee, will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator, or designee, will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the DFA and offer options for substantive resolution of the complaint.
- F. If the response by the ADA Coordinator, or designee, does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within fifteen (15) calendar days after receipt of the response.
- G. If the response by the ADA Coordinator or 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 DFA Director or their designee.
- H. Within 15 calendar days after receipt of the appeal, the DFA Director or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the DFA Director or their designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.
- I. All written complaints received by ADA Coordinator or designee, appeals to the DFA Director or their designee, and responses from these two offices will be retained by the DFA for at least three years.

III. REVIEW AND APPROVAL. This Policy is effective upon the signature of the DFA Cabinet Secretary, below.



Wayne Propst, **Cabinet Secretary**



Date