

**AMERICANS WITH DISABILITIES ACT
COMPLAINT PROCEDURES**

ARKANSAS WORKFORCE INVESTMENT BOARD

AMERICANS WITH DISABILITIES ACT COMPLAINT PROCEDURE

The Arkansas Workforce Investment Board (AWIB) has adopted a 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 disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits for, or be subjected to discrimination” in programs or activities sponsored by a public entity.

Gloria Johnson, WIA Equal Opportunity Manager, has been designated to coordinate ADA compliance efforts. Complaints should be addressed to Ms. Johnson at P. O. Box 2981, Little Rock, Arkansas 72203, (501) 682-3106, or Arkansas Relay Service Number 1-800-285-1121.

1. A complaint shall be filed in writing, contain the name and address of the person filing it, and briefly describe the alleged violation of the regulation.
2. A complaint shall be filed within 30 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 appropriate investigation shall follow the filing of any complaint. The investigation shall be conducted by the ADA coordinator or designee. This process contemplates 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 ADA coordinator or designee and a copy forwarded to the complainant no later than 60 days after its filing.
5. The ADA coordinator shall maintain the files and records of the Arkansas Workforce Investment Board 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 shall be made within 30 days to the AWIB Executive director or his/her designee. The AWIB Executive Director has five working days to respond to the complainant in writing.
7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not impair 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.
8. This process is intended to protect the substantive rights of interested persons, to meet appropriate due process standards, and to assure that the Arkansas Workforce Investment Board complies with the ADA and implementing regulations.