**State of Connecticut**

**Department of Developmental Services**

**DDS GRIEVANCE PROCEDURE UNDER**

**THE AMERICANS WITH DISABILITIES ACT**

The Department of Developmental Services’ (DDS) ADA grievance procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It may be used by any person who wishes to file a complaint alleging discrimination in the provision of services, activities, programs, or benefits by Connecticut’s Department of Developmental Services (DDS) on the basis of a person’s disability. Employees of the department, who wish to pursue employment-related complaints of disability-related discrimination, may do so through the DDS Equal Employment Opportunity Office.

A complaint of alleged discrimination shall be in writing and contain information such as the name, address, and phone number of the complainant and the date, location and description of the alleged discrimination. Alternative means of filing a complaint, such as by personal interview or by an audio tape of the complaint, shall be available upon request.

The complaint shall be submitted by the person who is aggrieved, or his or her designee, not later than 60 calendar days after the alleged violation has occurred to:

**Ed Mambruno, DDS ADA Coordinator**

**460 Capitol Avenue, Hartford, CT 06106**

[**Ed.Mambruno@ct.gov**](mailto:Ed.Mambruno@ct.gov)

Within 15 calendar days after the receipt of a complaint, the DDS ADA Coordinator shall meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days of this meeting, the DDS ADA Coordinator shall respond in writing, or when appropriate, in a format accessible to the complainant (e.g., large print, Braille, or audio tape). The response shall explain the position of the Department of Developmental Services and offer options for substantive resolution of the complaint.

If the response by the DDS ADA Coordinator does not satisfactorily resolve the complaint, the complainant, or his or her designee, may appeal the decision to the Commissioner, or the Commissioner’s designee, within 15 calendar days after the receipt of the DDS ADA Coordinator’s response.

Within 15 calendar days after the receipt of the appeal, the Commissioner, or the Commissioner’s designee, shall meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after this meeting, the Commissioner, or the Commissioner’s designee, shall respond in writing, or when appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

Any complaint received by the DDS ADA Coordinator, any appeal submitted to the DDS Commissioner, or the Commissioner’s designee, and any decision on or response to a complaint from the ADA Coordinator or the Commissioner shall be retained by the department for not less than three years.