



Income Support Division Grievance Procedure under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Income Support Division. The Income Support Division's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. 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.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Kristin Abdill
Human Services Department ADA Coordinator
P.O. Box 2348
Santa Fe, NM 87504
Compliance.Officer@state.nm.us or (505) 827-6201

Within 15 calendar days after receipt of the complaint, Ms. Abdill or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Ms. Abdill or her 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 Income Support Division and offer options for substantive resolution of the complaint.

If the response by Ms. Abdill or her 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:

Office of Adjudication
U.S. Department of Agriculture
1400 Independence Ave., S.W.
Washington, D.C. 20250

All written complaints received by Kristin Abdill or her designee, appeals to the Office of Adjudication and responses from these two offices will be retained by the Income Support Division for at least three years.