

Grievance procedure flowchart



Complaint received

Respond within 15 days



ADA coordinator or designee meets with complainant

Respond within 15 days



Respond in writing & offer options for substantive resolution

If complainant is satisfied with response



Complete option for substantive resolution

Retain all written complaints & responses for at least 3 years

If complainant is not satisfied with response



Respond within 15 days

High-level official meets with complainant

Respond within 15 days

Respond in writing with final resolution of the complaint

Complete options identified in final resolution

Retain all written complaints & responses for at least 3 years

Tips & points

Be positive, responsive, and clear

Someone has taken time to file a grievance, expect them to be frustrated.

Do not provide an answer unless you are confident it can be delivered

Do not be afraid to say "I will need to check on that."

