

ARIZONA OFFICE OF THE ATTORNEY GENERAL	Americans with Disabilities Act (ADA) (Title II) Grievance Procedure	Leslie Heathcotte ADA Coordinator leslie.heathcotte@azag.gov 602-542-8046
---	---	--

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA") and its amendments. 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 **Arizona Attorney General's Office**.

1. Filing a Complaint:

- a. Complaints or inquiries must be submitted to the ADA Coordinator in writing within 60 days of the alleged discriminatory act.
- b. The written submission should include the complainant's name, address, phone number, and email address, as well as the location, date, and a detailed description of the incident.

Accommodation Note: Alternative means of filing are available upon request for individuals requiring assistance.

2. Investigation:

- The designated ADA Coordinator will acknowledge receipt of the complaint (often within 5 to 15 days).
- The coordinator will then review jurisdiction, investigate the allegations, and may schedule a meeting to gather more information.

3. Written Decision & Appeal:

- The ADA Coordinator will issue a written decision, generally within 45 to 60 days.
- If the decision does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response. Appeals may be sent to AGOINFO@azag.gov.
- Within 15 days of receipt of the appeal, complainant will be issued a final resolution of the complaint.

4. Please note that the Attorney General's Office cannot provide you with legal advice, and we urge you to retain an attorney to assist you with your legal needs.