

## **SOUTH CAROLINA DEPARTMENT OF TRANSPORTATION Grievance Procedures under the Americans With Disabilities**

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 South Carolina Department of Transportation (SCDOT). The State of South Carolina'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 180 calendar days after the alleged violation to:

Natalie Moore, SCDOT ADA Coordinator  
P. O. Box 191  
955 Park Street  
Columbia, South Carolina 29202  
Email: [adacoordinator@scdot.org](mailto:adacoordinator@scdot.org)  
Telephone: (803) 737-1347 (voice) or TTY (803) 737-3870  
Fax: (803) 737-2071

Within 15 calendar days after receipt of the complaint, Natalie Moore or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Natalie Moore 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 South Carolina Department of Transportation and offer options for substantive resolution of the complaint.

If the response by Natalie Moore 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 the Secretary of Transportation or his designee.

Within 15 calendar days after receipt of the appeal, the Secretary of Transportation or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Secretary of Transportation or his designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Natalie Moore or her designee, appeals to the Secretary of Transportation or his designee, and responses from these two offices will be retained by the South Carolina Department of Transportation for at least three years.

**Alternate formats of this policy (large print, Braille, audiotape) are available upon request. Please contact Natalie Moore at (803) 737-1347 (voice) , (803) 737-3870 (TTY) or (803) 737-2071 (fax).**

