

# **Department of Services for Children, Youth & Their Families**

## **Grievance Procedure under Title II of 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 Department of Services for Children, Youth & Their Families ("DSCYF").

An ADA Title II 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 ADA Title II 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:

**DSCYF ADA Title II Coordinator**  
**302-633-2561**  
[Dscyf\\_ada@delaware.gov](mailto:Dscyf_ada@delaware.gov)  
**DSCYF Main Administration Building**  
**1825 Faulkland Rd**  
**Wilmington, DE 19805**

ADA Title II complaint investigations will be completed within 90 days of receipt of the complete complaint unless circumstances exist justifying additional investigative time. The ADA Title II Coordinator will attempt to mediate/resolve all ADA Title II complaints informally. The ADA Title II Coordinator has the authority to dismiss a complaint.

When the ADA Title II Coordinator is unable to mediate a resolution of the complaint informally, the ADA Title II Coordinator will arrange a meeting with the complainant. Within 15 calendar days of the meeting, the ADA Title II Coordinator or his/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 DSCYF and offer options for substantive resolution of the complaint.

If the response of the ADA Title II Coordinator or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may submit a complaint to the State ADA Coordinator or the U.S. Department of Justice Disability Rights Section.

All written complaints received by the ADA Title II Coordinator or his/her designee, appeals and responses will be retained by DSCYF for at least three years.