

**Maui Family Support Services, Inc.  
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 Maui Family Support Services, Inc. (MFSS). The Personnel Handbook of MFSS 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:

**Zina Andrade  
Rights Advisor  
Maui Family Support Services, Inc.  
1844 Wili Pa Loop  
Wailuku, HI 96793**

Within 15 calendar days after receipt of the complaint, MFSS Rights Advisor, and/or designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, MFSS Rights Advisor and/or 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 MFSS and offer options for substantive resolution of the complaint.

If the response by MFSS Rights Advisor and/or 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 MFSS Chief Executive Officer and/or designee.

Within 15 calendar days after receipt of the appeal, MFSS CEO and/or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, MFSS CEO and/or 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 MFSS Rights Advisor and/or designee, appeals to MFSS CEO and/or designee, and responses from these two offices will be retained by MFSS for at least three years.