

## **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, as amended by the Americans with Disabilities Act Amendments Act of 2008 ("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 District of Columbia Contract Appeals Board ("CAB").

### **INITIAL COMPLAINT**

A complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits shall be in writing and contain specific information about the alleged discrimination, including but not limited to the name, address, and phone number of the complainant; the location and date of the alleged discriminatory incident; and a 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 complainant and/or his/her designee as soon as possible, but no later than sixty (60) calendar days after the alleged violation to:

Mark D. Poindexter  
General Counsel/Agency ADA Coordinator  
District of Columbia Contract Appeals Board  
441 4th Street NW, Suite 350N  
Washington, DC 20001  
Email: [mark.poindexter@dc.gov](mailto:mark.poindexter@dc.gov)  
Phone: 202-727-6597

## **ADA COORDINATOR**

Within fifteen (15) calendar days after receipt of the complaint, the ADA Coordinator or designee will meet with the complainant to discuss the complaint and its possible resolution. The ADA Coordinator or designee may take steps to research the complaint, including, but not limited to, investigating the details of the complaint, and consulting with any personnel involved in the alleged discriminatory incident.

Within fifteen (15) calendar days of the meeting, the ADA Coordinator or designee will respond in writing, or, where appropriate, in a format accessible to the complainant, such as large print, braille, or audio tape. The response will explain the position of CAB as to the validity of the complaint and may offer options for substantive resolution of the complaint.

## **APPEALING A DECISION**

If the complainant feels that the response by the ADA Coordinator does not satisfactorily resolve the issues, the complainant may appeal the decision.

The complainant shall submit the appeal within fifteen (15) calendar days after receipt of the ADA Coordinator's response to CAB's Chief Administrative Law Judge as follows:

Marc D. Loud, Sr.  
Chief Administrative Judge  
District of Columbia Contract Appeals Board  
441 4th Street NW, Suite 350N  
Washington, DC 20001  
Email: [marc.loud@dc.gov](mailto:marc.loud@dc.gov)  
Phone: 202-727-6597

Within fifteen (15) calendar days after receiving an appeal, the Chief Administrative Judge or designee will meet with the complainant to

discuss the complaint and possible resolution of the issues. Within fifteen (15) calendar days after the meeting, the Chief Administrative Judge or designee shall respond in writing with a final resolution of the appeal. If appropriate, the Chief Administrative Judge or designee will respond in a format accessible to the complainant.

All written complaints received by the ADA Coordinator and appealed to the Chief Administrative Judge, as well as their responses, shall be maintained by CAB for at least three (3) years. These procedures do not affect any other rights that a complainant may have under District of Columbia or the ADA.

### **ADDITIONAL RESOURCES**

Additionally, the District of Columbia Office of Disability Rights (ODR) provides technical and informal dispute resolution assistance if needed. For additional information and assistance, please contact:

District of Columbia Office of Disability Rights  
441 4th Street, NW, Suite 729N  
Washington, DC 20001  
Phone: 202-724-5055  
TTY: 711