

## **NOTICE UNDER THE FEDERAL AMERICANS WITH DISABILITIES ACT OF 1990**

In accordance with the requirements of Title II of the federal Americans with Disabilities Act of 1990 (ADA), the Legislative Council Service (LCS) will not discriminate against qualified individuals with disabilities on the basis of disability.

LCS staff will work with qualified individuals to ensure effective communication and provide reasonable accommodations or modifications, as needed, to access all programs, services and activities sponsored by the LCS. The ADA does not require the LCS to take any action that would fundamentally alter the nature of its programs, services or activities or impose an undue financial or administrative burden.

The LCS will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids or services or reasonable modifications of policy.

### **LCS Grievance Procedure Under the ADA**

This Grievance Procedure is established to meet the requirements of the ADA. It can be used to file a complaint alleging discrimination on the basis of disability for programs, services or activities provided by the LCS. Complaints and appeals can be submitted by either the complainant or the complainant's representative. Alternative means of filing or submitting a complaint or appeal will be made available to qualified individuals upon request. Please contact the LCS ADA Coordinator, using the information below, if you require assistance with filing a complaint.

#### **File a Complaint:**

The complaint should be in writing and submitted to the ADA Coordinator, Robin Garrison, via mail, email or in person by the complainant or the complainant's representative, as soon as possible but no later than sixty (60) calendar days after the alleged discrimination. The complaint must contain the following information:

- the name, address, phone number and email address of the complainant;
- the date and location of the incident; and
- a description of the alleged discrimination.

Please submit your complaint to:  
Robin Garrison  
ADA Coordinator  
Legislative Council Service  
490 Old Santa Fe Trail, Suite 411  
Santa Fe, NM 87501  
[ada.assist@nmlegis.gov](mailto:ada.assist@nmlegis.gov)  
Phone: 505-986-4685

## **Next Steps:**

Within fifteen (15) calendar days after receipt of the complaint, the ADA Coordinator or the coordinator's designee will contact the complainant or the complainant's representative to discuss the complaint and possible resolutions. Within fifteen (15) calendar days of this discussion, the ADA Coordinator or the coordinator's designee will respond to the complainant in writing, or when appropriate, in an alternative format accessible to the complainant. The response will explain the position of the LCS and offer options for substantive resolution of the complaint.

## **File an Appeal:**

If the response by the ADA Coordinator or the coordinator's designee does not satisfactorily resolve the issue, the complainant or the complainant's representative may appeal the decision within fifteen (15) calendar days after receiving the response by submitting an appeal to the LCS Director, Shawna Casebier, or the Director's designee. Appeals should be in writing and submitted to the Director via mail, email or in person. Please contact the LCS at 505-986-4600 or email [ada.assist@nmlegis.gov](mailto:ada.assist@nmlegis.gov) if you require assistance with filing an appeal. The appeal must contain the following information:

- the name, address, phone number and email address of the complainant;
- the reason why the original response to the complaint was not satisfactory; and
- a description of the resolution preferred by the complainant.

Please submit your appeal to:  
Shawna Casebier  
Director  
Legislative Council Service  
490 Old Santa Fe Trail, Suite 411  
Santa Fe, NM 87501  
[shawna.casebier@nmlegis.gov](mailto:shawna.casebier@nmlegis.gov)  
Phone: 505-986-4600

## **Next Steps:**

Within fifteen (15) calendar days after receipt of the appeal, the Director or the Director's designee will contact the complainant or the complainant's representative to discuss the complaint and appeal and possible resolutions. Within fifteen (15) calendar days after the discussion, the Director or the Director's designee will respond in writing or when appropriate, in an alternative format accessible to the complainant, with a final resolution of the complaint.

All written complaints and appeals received by the ADA Coordinator or the Director, or their designees, and the coordinator's or Director's responses will be retained by the LCS for at least three (3) years.

At any time before, during or after this process is complete, a complainant has the right to file a grievance with the Civil Rights Division of the United States Department of Justice. For more information, please refer to <https://civilrights.justice.gov/report/>. The Civil Rights Division encourages complainants to use the local-agency-level complaint process first, whenever possible, but this is not a requirement.