

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 the YWCA of Hawaii Island. The YWCA of Hawaii Island'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 60 calendar days after the alleged violation to:

Kathleen McGilvray
Chief Executive Officer
1382 Kilauea Ave.
Hilo, HI 96720

Within 15 calendar days after receipt of the complaint, Kathleen McGilvray or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Kathleen McGilvray 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 YWCA of Hawaii Island and offer options for substantive resolution of the complaint.

If the response by Kathleen McGilvray 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 Board of Directors or the designee.

Within 15 calendar days after receipt of the appeal, the Board or the designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Board or the 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 Kathleen or her designee, appeals to the Board or the designee, and responses from these two offices will be retained by the YWCA of Hawaii Island for at least three years.