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**STATE OF NEVADA**  
**DEPARTMENT OF ADMINISTRATION**  
***PUBLIC WORKS DIVISION***

**Las Vegas Office:**  
2300 McLeod Street  
Las Vegas, Nevada 89104  
Phone: (702) 486-5115

## **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. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability (as defined in the Americans with Disabilities Act of 1990) in the provision of services, activities, programs, or benefits offered by the State of Nevada.

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 alleged violation. 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 120 calendar days after the alleged violation to:

**State of Nevada, Public Works Division  
Statewide ADA Project Coordinator  
515 East Musser Street, Suite 102  
Carson City, Nevada 89701  
775-684-4141**

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his designee will contact the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or his 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 State of Nevada Public Works Division and offer a substantive resolution of the complaint.

If the response by the ADA Coordinator or his 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 Administrator of the State Public Works Division or his designee (SWPD Administrator).

**Within 15 calendar days after receipt of the appeal, the SPWD Administrator or his designee will speak to or meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after meeting the SPWD Administrator his 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 the ADA Project Coordinator, and appeals to the State Public Works Division will be retained by the Public Works Division for three years.**