



ADA Grievance Procedure

Anyone wishing to file a complaint alleging discrimination on the basis of disability in the Board's provision of services, activities, or programs, shall do so using the "ADA Grievance" Form. Alternative means of filing a complaint, such as personal interviews or an audio recording of the complaint, will be made available for persons with disabilities upon request. The complaint should be submitted to the Grievance Coordinator by the complainant and/or his/her designee as soon as possible but no later than 10 business days after the alleged discriminatory act, or the date the complainant learned or could have, with reasonable diligence, learned of the discriminatory act. The complaint should be sent to either of the following addresses:

ADAGrievance@pap.ga.gov
or
2 MLK, Jr. Drive, SE
Ste. 458, Balcony Level
East Tower, Veterans Memorial Building
Atlanta, Georgia 30334

The Grievance Coordinator will promptly investigate the allegation(s). The investigation may include meeting with the complainant to discuss the complaint and possible resolutions, interviewing others who have knowledge of the alleged discriminatory act, and/or reviewing any documentation on the matter. A written determination shall be issued to the complainant within 25 business days of receipt of the complaint. Where necessary, the response will be in a format accessible to the complainant, such as large print or audio recording or other alternate format.

If the complainant disagrees with the decision of the Grievance Coordinator, he/she may appeal the decision to the Executive Director of Parole by completing the "ADA Grievance Appeal" Form. The complaint should be sent to either of the following addresses:

ADAGrievanceAppeal@pap.ga.gov
or
2 MLK, Jr. Drive, SE
Ste. 458, Balcony Level
East Tower, Veterans Memorial Building
Atlanta, Georgia 30334

The Executive Director shall evaluate the appeal and issue a written decision within 25 business days of its receipt. Where necessary, the response will be in a format accessible to the complainant, such as large print or audio recording or other alternate format.