

TRD ADA GRIEVANCE PROCEDURES

This Grievance procedure is established to meet the requirements of the Americans with Disabilities Act 1990 (ADA) and the Americans with Disabilities Amendments Act (ADAA). This procedure 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 TRD. TRD policies govern 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 the location, date and description of the issue. 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 his/her designees as soon as possible but no later than 60 calendar days after the alleged violation to:

Taxation & Revenue Department
Human Resource Bureau
Attn: Patricia Jauregui, ADA Coordinator
P.O. Box 630
Santa Fe, NM 87504-0630
505-476-1754
Patricia.Jauregui@state.nm.us

Within 15 calendar days after receipt of the complaint, Patricia Jauregui or designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting with Patricia Jauregui or her designee, TRD 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 TRD and offer options for substantive resolution of the complaint.

If the response by Patricia Jauregui or designee does not satisfactorily resolve the issue, the complainant and/or her designee may appeal the decision within 15 calendar days after receipt of the response to the Cabinet Secretary of TRD.

Within 15 calendar days after receipt of the appeal, the Cabinet Secretary or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Cabinet Secretary or designee will respond in writing, with a final resolution of the complaint in a format accessible to the complainant.

All written complaints received by Patricia Jauregui or her designee, appeals to the Cabinet Secretary and responses from these two offices will be retained by TRD for at least three (3) years.

NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

Statement/Mission:

In 1990, the Federal Government enacted the Americans with Disabilities Act (ADA). TRD recognizes its legal obligation to comply with Title II of the ADA and hereby establishes a transition plan to ensure compliance of federal law, rules and regulations. Therefore, TRD will identify barriers that exist and state how and when the barriers are to be removed by providing a means to address complaints of discrimination, by encouraging public input to assess, address and meet access needs, and by establishing periodic reviews of the plan to monitor progress and compliance. The purpose of the plan is to ensure that the citizens of the State of New Mexico that deal with TRD are provided full access to programs, services and activities in as timely a fashion as is reasonably and fiscally possible. TRD believes the ability to accommodate disabled persons is essential to good customer service, the quality of life State of New Mexico residents seek to enjoy and to effective governance. Title II of the ADA requires that each of TRD's services, programs and activities, when viewed in their entirety, be readily accessible and usable by individuals with disabilities.

Non-Discrimination Statement:

Employment

No discrimination shall be exercised, threatened or promised or in favor of any eligible applicant or employee due to age, color, disability, marital status, national origin, race, religion, sex or veteran status. TRD's personnel programs shall, at all times, be conducted in accordance with the guidelines of the U.S. Civil Service Commission and the regulatory provisions of the Civil Rights Acts. Additionally, it is the intention of TRD to fully comply with the Americans with Disabilities Act of 1990 and the Americans with Disabilities Amendments Act. In such, TRD will not discriminate against qualified individuals on the basis of a disability in consideration of any terms and conditions of employment or in admission and access to programs, services, and activities. In achieving compliance, TRD may provide reasonable accommodation to enable an otherwise qualified employee to perform the essential requirements of his/her job. Claims involving discrimination based on a disability should be expressed to the ADA Coordinator in the Human Resource Bureau of TRD.

Effective Communication:

Customer Service

TRD will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in TRD programs, services, and activities, including qualified sign language interpreters, documents in alternative formats such as Braille or large print, and other ways of making information and communications accessible to people who have speech, hearing, intellectual or vision disabilities.

Modifications to Policies and Procedures:

TRD will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services and activities. For example, individuals with service animals are welcome in TRD offices. Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service or activity of TRD, should contact the Manager of the office that they are in need of service from or the TRD ADA Coordinator, Patricia Jauregui at 505-476-1754 or patricia.jauregui@state.nm.us.

TAXATION & REVENUE DEPARTMENT

ADA GRIEVANCE FORM

Send back to TRD's ADA Coordinator

Patricia Jauregui, HR Supervisor

P.O. Box 630

Santa Fe, NM 87504-0630 or by fax to (505) 827-5476

COMPLAINANT INFORMATION

Name:

Address:

Daytime Phone #:

Email Address:

LOCATION INFORMATION

Date of Incident:

Address (if known):

Location Description:

NATURE OF GRIEVANCE

If additional page is necessary please attach it to this form when submitting to the ADA Coordinator.

FOR ADA COORDINATOR USE ONLY

Received by ADA Coordinator:

Initial Contact made:

Meeting or Site Visit Date:

ADA Coordinator's Decision mailed:

Appeal Received:

Cabinet Secretary Decision: