



OFFICE OF COMPLIANCE, ETHICS & EQUAL OPPORTUNITY

ADA GRIEVANCE PROCEDURE

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). This procedure may be used by anyone who wishes to file a complaint alleging discrimination or a failure to accommodate on the basis of disability in employment practices and policies or in the provision of services, activities, programs, or benefits by the University of New Mexico (UNM).

The grievance should be in writing and contain information about the alleged discrimination, such as the names of those involved, the grievant's contact information, and the location, date, and description of the problem or incident. Alternative means of filing complaints, such as a personal interview or an audio recording of the grievance, will be made available for persons with disabilities upon request.

The grievance should be submitted by the grievant and/or their designee as soon as possible, but no later than **sixty (60) calendar days** after the alleged violation, to the ADA Coordinator(s) in the Office of Compliance, Ethics & Equal Opportunity:

Francie Cordova, ADA Coordinator and Chief Compliance Officer Phone: (505) 277-5251 Email: fcordova3@unm.edu	Heather Jaramillo, ADA Coordinator and Director of Equal Opportunity Phone: (505) 277-5251 Email: hjaramillo@unm.edu
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Complaints may also be made through UNM's EthicsPoint Compliance Hotline via an [online form](#), a [mobile device](#), or by phone at 1-888-899-6092.

Within **fifteen (15) calendar days** of receiving the grievance, the ADA Coordinator(s) will meet with the grievant to discuss the grievance and possible resolutions. Within **fifteen (15) calendar days** after this meeting, the ADA Coordinator(s) will respond in writing and in accessible format to the grievant, as appropriate. The response will explain UNM's position and offer options for substantive resolution of the grievance.

If the ADA Coordinator's response does not satisfactorily resolve the issue, the grievant and/or their designee may appeal the decision within **fifteen (15) calendar days** of receiving the response to the UNM President or their designee.

Within **fifteen (15) calendar days** of receiving the appeal, the President or their designee will meet with the grievant to discuss the grievance and possible resolutions. Within **fifteen (15) calendar days** after the meeting, the President or their designee will respond in writing and in accessible format to the grievant, as appropriate. The response will be the final resolution of the grievance.

All written grievances, appeals to the President or their designee, and responses from the ADA Coordinator and President or their designee will be kept by UNM for at least **three (3) years**.