The following grievance procedure is established to meet the requirements of Section 504 of the

Rehabilitation Act as amended and the Americans with Disabilities Act of 1990 (ADA).

According to these laws, Louisiana Housing Corporationcertifies that all citizens shall have the right to submit a grievance on the basis of disability in policies or practices regarding employment, services, activities, facilities, or benefits provided by Louisiana Housing Corporation*.*

When filing a grievance, citizens must provide detailed information to allow an investigation, including

the date, location and description of the problem. The grievance must be in writing and include the complainant's name, address, and telephone number. *Upon request, alternative* *means of filing complaints, such as personal interviews or a tape recording, will be made available* *for individuals with disabilities upon request.* The complaint should be submitted by the complainant or his/her designee as soon as possible but no later than 90 days after the alleged violation. Complaints must be signed and sent to:

Name: Deniece Holliday

Title: Human Resources Specialist

Address: 2415 Quail Drive

Baton Rouge, LA 70808

Telephone #: 225-763-8715 (Voice) 225-763-8762 (TDD)

Within 15 calendar days after receiving the complaint, Deniece Holliday, 504/ADA Coordinator or designeewill meet with the complainant to discuss the complaint and possible resolution. Within 15 calendar days after the meeting, the 504/ADA Coordinatorwill respond in writing. Where appropriate, the response shall be in a format accessible to the complainant (such as large print or audio tape). The response will explain the position of the Louisiana Housing Corporation and offer options for resolving the complaint.

If the response by the 504/ADA Coordinator does not satisfactorily resolve the issue, the complainant or his/her designee may appeal the decision of the 504/ADA Coordinator. Appeals must be made within 15 calendar days after receipt of the response. Appeals must be directed to the Executive Director or his or her designee.

Within 15 calendar days after receiving the appeal, the Executive Director or his or her designee will meet with the complainant to discuss the complaint and to discuss possible resolutions. Within 15 calendar days after the meeting, the Executive Director or his or her designee will provide a response in writing. Where appropriate, the response shall be in a format accessible to the complainant. The response shall be accompanied by a final resolution of the complaint. The 504/ADA Coordinator shall maintain the files and records of the Louisiana Housing Corporationpertaining to the complaints filed for a period of three years after the grant is closed out.

**Other Complaint Procedures**

All individuals have a right to a prompt and equitable resolution. Individuals or classes of individuals who believe they have been subjected to discrimination based on disability have several ways to file a grievance:

Under Title II, filing a grievance with the entity's ADA coordinator, filing a complaint with a federal agency, or filing a lawsuit may be done independently of others. **Individuals are not required to**

**file either a grievance or complaint to bring a lawsuit. Lawsuits may be filed at any time.** The following are agencies where a Title II complaint can be filed:

United States Department of Justice (DOJ)

Civil Rights Division

950 Pennsylvania Avenue, NW

Washington, D.C. 20530-001

Online: <https://civilrights.justice.gov/report/>

FHEO Region 6

307 W. 7th Street Suite 1000

Fort Worth, TX 76102

Email: ComplaintsOffice06@hud.gov

Fax: Call (817) 978-5900 for assistance

Online: [www.hud.gov/fairhousing/fileacomplaint](http://www.hud.gov/fairhousing/fileacomplaint)

Office for Civil Rights

Department of Education

400 Maryland Avenue, SW

Washington, D.C. 20202

Online:  [http://www.ed.gov/about/offices/list/ocr/complaintintro.html.](https://www2.ed.gov/about/offices/list/ocr/complaintintro.html)