



Americans with Disabilities Act (ADA) Grievance Procedure

Complaints concerning discrimination on the basis of disability by the Indianapolis Department of Public Works may be sent to the Office of Disability Affairs (ODA).

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number, email address of complainant and location, date, and description of the problem. *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.*

ODA will contact the complaint within 15 calendar days after receipt of the complaint to discuss the complaint and will respond in writing within 15 days of the discussion.

The complaint should be submitted as soon as possible, preferably within 60 calendar days of the alleged violation to:

Department of Public Works
Office of Disability Affairs
200 E. Washington St., Ste. 2401
Indianapolis, IN 46204