

In accordance with the Americans with Disabilities Act (ADA), if you are an individual with a disability and wish to request a reasonable accommodation in order to participate in any programs, services or activities within our agency, you may contact our HR department at 404-656-3922. Speech or hearing impaired with access to TDD equipment may use the statewide TDD Relay Service by calling 1-800-255-0056.

If you wish to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, or programs by the Georgia Department of Early Care and Learning, please refer to the procedures below.

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It 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 the Georgia Department of Early Care and Learning ("DECAL"). The DECAL Employment Policy Manual governs 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 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.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Rhonda Gunn and/or Kori Woodward-Dickens
ADA Coordinators
Georgia Department of Early Care and Learning
2 Martin Luther King Jr. Drive SE,
Suite 754, East Tower
Atlanta, Georgia 30334

Within 15 calendar days after receipt of the complaint, Rhonda Gunn and/or Kori Woodward-Dickens or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Rhonda Gunn and/or Kori Woodward-Dickens or her designee 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 the Georgia Department of Early Care and Learning and offer options for substantive resolution of the complaint.

If the response by Rhonda Gunn and/or Kori Woodward-Dickens or her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to Ira Sudman, Chief Legal Officer, or his designee.

Within 15 calendar days after receipt of the appeal, Ira Sudman, Chief Legal Officer, or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, Ira Sudman, Chief Legal Officer, or his designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Rhonda Gunn and/or Kori Woodward-Dickens or her designee, appeals to Ira Sudman, Chief Legal Officer, or his designee, and responses from these two offices will be retained by the Georgia Department of Early Care and Learning for at least three years.