

## **North Carolina State Bar**

### **Grievance Procedure under the Americans with Disabilities Act**

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 noncompliance or actions that may be in violation of the ADA in connection with the services, activities, programs, or benefits offered by the North Carolina State Bar. The North Carolina State Bar’s Personnel Policies govern employment-related complaints of disability discrimination.

The complaint should be in writing and should contain the name, address, and phone number of the complainant, along with a description of the alleged noncompliance (including such information as the location, date, and any personnel involved). If applicable, the complainant may suggest a proposed remedy. 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 30 calendar days after the alleged violation to:

**Joseph D. Cerone**  
**ADA Coordinator**  
**North Carolina State Bar**  
**217 East Edenton Street**  
**Raleigh, NC 27601**

Within 15 calendar days after receipt of the complaint, the ADA coordinator or his designee will contact the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of contacting the complainant, the ADA coordinator or his designee will respond in writing (or, 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 North Carolina State Bar and offer options for substantive resolution of the complaint.

If the complainant is not satisfied with the response by the ADA coordinator or his designee, the complainant may appeal the decision within 15 calendar days after receipt of the response by submitting a written appeal to the executive director.

Within 15 calendar days after receipt of the appeal, the executive director will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the executive director will respond in writing (or, where appropriate, in a format accessible to the complainant), with a final resolution of the complaint.

All written complaints received by the ADA coordinator or his designee, appeals to the executive director, and responses from these two offices will be retained by the North Carolina State Bar for at least three years.