

## POLICY

The Attorney General's Office of Massachusetts (AGO), in compliance with state and federal laws and regulations that include the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 (Section 504), does not discriminate on the basis of disability in admission or access to, or in the administration of, its programs, services, and activities for the public.

In accordance with these laws, the AGO will make reasonable accommodation to the known physical and mental limitations of people with disabilities in order to provide an equal opportunity to enjoy and participate in the AGO's programs, services, and activities available to the public. The AGO will not retaliate against any individual who has complained of or opposed a violation of the ADA or of Section 504.

Individuals who need auxiliary aids for effective communication or any other reasonable accommodation are invited to make their needs known to AGO personnel. They may wish to seek assistance directly from the AGO ADA Coordinator.

## GRIEVANCE PROCEDURE

The AGO has adopted the following grievance procedure to assure the prompt and equitable resolution of complaints by members of the public alleging that the AGO has violated the ADA or Section 504, including complaints alleging retaliation for having complained of or opposed a violation of the ADA or Section 504.

Any person who wishes to make a complaint of a violation of the ADA or Section 504, including a complaint of retaliation, may do so by contacting the AGO's ADA Coordinator. The AGO prefers to receive complaints in writing, although alternative methods of communication, such as a personal or telephone interview, email,

or a tape recording, are acceptable. The complainant should provide his or her name and address and describe the alleged violation in as much detail as possible, including the date(s) and people involved. The AGO asks that the complainant make the complaint as soon after the alleged violation as possible, in order to allow a prompt investigation.

Upon receiving the complaint, the ADA Coordinator will coordinate with appropriate AGO staff to promptly investigate the complaint and determine whether it can be resolved. When the investigation is complete, the ADA Coordinator will communicate to the complainant the result of the investigation and any resolution.

If the AGO determines that a requested accommodation would result in a fundamental alteration in the nature of the AGO's programs, services, or activities, or in an undue financial or administrative burden, the ADA Coordinator will provide the complainant with a written statement of the reasons for reaching this determination. The ADA Coordinator will also work with the complainant to attempt to identify alternative action by the AGO that would not result in such an alteration or such burdens, but would nevertheless ensure that the complainant receives the benefits and services of the AGO's programs and activities.

### ADA COORDINATOR

The AGO has designated the following person as its ADA Coordinator to coordinate its efforts to comply with and carry out its responsibilities to the public under the ADA and Section 504:

Bethany Brown  
Paralegal, Disability Rights Project  
Office of the Attorney General  
One Ashburton Place  
Boston, MA 02108  
(617) 727-2200, ext. 2939 (voice)  
(617) 727-4765 (TTY)  
Email: [Bethany.Brown@state.ma.us](mailto:Bethany.Brown@state.ma.us)

*continued*

## GRIEVANCE PROCEDURE

If the complainant is dissatisfied with the ADA Coordinator's response, he or she may request reconsideration. The complainant may request reconsideration by submitting a written request to:

Sheila Calkins  
Chief Administrative Officer  
Office of the Attorney General  
One Ashburton Place  
Boston, MA 02108

The government enforcement agency for the ADA and Section 504 is the United States Department of Justice. Complaints to that agency may be directed to:

United States Department of Justice  
Civil Rights Division  
950 Pennsylvania Ave., N.W.  
Disability Rights Section, NYA  
Washington, DC 20530  
(202) 307-0663 (voice and TDD)  
Fax: (202) 307-1198



*This notice is available in alternate format upon request to the ADA Coordinator.*

## THE OFFICE OF ATTORNEY GENERAL MAURA HEALEY

### NOTICE TO THE PUBLIC

OF RIGHTS AND GRIEVANCE  
PROCEDURE UNDER THE  
AMERICANS WITH DISABILITIES  
ACT (ADA) AND SECTION 504 OF  
THE REHABILITATION ACT OF 1973



COMMONWEALTH OF MASSACHUSETTS

One Ashburton Place  
Boston, MA 02108  
(617) 727-2200  
(617) 727-4765 (TTY)  
[www.mass.gov/ago](http://www.mass.gov/ago)