



# **Notice of Rights and Grievance Procedure**

# Notice of Rights Under the Americans with Disabilities Act

## Policies Prohibiting Discrimination Against People with Disabilities

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), The Manhattan Borough President's Office (MBPO) does not discriminate against individuals with disabilities in its services, programs, or activities.

It is the policy of the MBPO to comply with all applicable laws including, but not limited to, the Americans with Disabilities Act (ADA), Rehabilitation Act, the New York State Human Rights Law, and the New York City Human Rights Law. The MBPO does not discriminate on the basis of disability in the operation of its programs, services and activities and strives to create a more accessible Manhattan so that all people have equal representation and a place to voice their concerns and values.

Employment related complaints for employees and applicants for employment seeking a reasonable accommodation are covered under the City's EEO Policy which can be found at [nyc.gov/assets/dcas/downloads/pdf/agencies/nyc\\_eeo\\_policy.pdf](https://nyc.gov/assets/dcas/downloads/pdf/agencies/nyc_eeo_policy.pdf)

Any member of the public who requires an auxiliary aid or service for effective communication, or a reasonable modification of policies or procedures in order to participate in our programs, services, or activities (involving matters other than employment) is invited to direct their needs and preferences to MBPO's Disability Service Facilitator (DSF) by email or mail:

### Kimberly James

*Disability Service Facilitator*

Manhattan Borough President's Office

The David N. Dinkins Municipal Building

1 Centre Street, 19th Fl S

New York, NY 10007

Email: [info@manhattanbp.nyc.gov](mailto:info@manhattanbp.nyc.gov)

Requests should be made as soon as possible but no later than three (3) business days before the scheduled program, service or activity. Questions, concerns, or requests for additional information may be directed to the MBPO's Disability Service Facilitator.

If you believe you have been denied an auxiliary aid or service or a reasonable modification of policies or procedures in order to participate in programs, services or activities provided by MBPO, please see our grievance procedure, below.

# **Grievance Procedure for Members of the Public Alleging Discrimination Based on Disability**

Any member of the public alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by MBPO may file a grievance with MBPO which should contain:

- the name, address, telephone number and/or email of the grievant and
- information about the alleged discrimination, such as the location, date, and description of the incident or alleged violation of the ADA, Rehabilitation Act, NY State Human Rights Law, or NYC Human Rights Law.

“Grievance” is the term for the allegation filed with MBPO by a member of the public.

“Grievant” is the term for the person alleging discrimination in the grievance.

## **Policies Prohibiting Discrimination Against People with Disabilities**

The grievance should be submitted as soon as possible, but no later than sixty (60) calendar days after the date of the alleged violation to:

### **Kimberly James**

*Disability Service Facilitator*

Manhattan Borough President's Office

The David N. Dinkins Municipal Building

1 Centre Street, 19th Fl S

New York, NY 10007

Email: [info@manhattanbp.nyc.gov](mailto:info@manhattanbp.nyc.gov)

(Please include “Grievance” in the subject line.)

The grievance may be filed in one of two ways:

1. By submitting the grievance in writing by mail or email using the above address; or
2. Upon request, by an alternative means, such as an in-person interview or an audio recording, describing the incident or alleged violation of the ADA, Rehabilitation Act, NY State Human Rights Law, or NYC Human Rights Law. A request for an alternative means of filing may be granted as an accommodation for a grievant with a disability.

## **Timeline Following Filing of Grievance**

Within fifteen (15) calendar days after receipt of the grievance, the Disability Service Facilitator or designee will contact the grievant to discuss the grievance and possible resolutions.

Within fifteen (15) calendar days of this contact with the grievant, the Disability Service Facilitator or designee will provide a response in writing. Grievants may request the response in an additional format accessible to them, such as

large print, Braille, or audio recording. This response will address the grievance, describe MBPO's position, and offer options for substantive resolution of the grievance, where applicable.

### **When and How to File an Appeal**

The grievant may appeal MBPO's decision within thirty (30) calendar days of receipt of MBPO's response.

The appeal should be mailed to:

#### **Manhattan Borough President Mark Levine**

Manhattan Borough President's Office  
The David N. Dinkins Municipal Building  
1 Centre Street, 19th Fl S  
New York, NY 10007  
Email: [info@manhattanbp.nyc.gov](mailto:info@manhattanbp.nyc.gov)

The appeal may be filed in one of two ways:

1. By submitting the appeal in writing and by mail using the above address; or
2. Upon request, by an alternative means, such as an in-person interview or an audio recording, describing the incident or alleged violation of the ADA, Rehabilitation Act, NY State Human Rights Law, or NYC Human Rights Law. A request for an alternative means of filing may be granted as an accommodation for a grievant with a disability.

### **Timeline Following Filing of Appeal**

MBPO's response to the appeal will be provided to the grievant in writing within sixty (60) days following receipt of the appeal. Grievants may request the response in an additional format accessible to them, such as large print, Braille, or audio recording. This response will address the appeal, describe MBPO's decision, and offer options for substantive resolution of the appeal, where applicable.

All written grievances, appeals, and responses in connection with a grievance made to MBPO will be retained for at least three (3) years.

Note: Upon request to the Disability Service Facilitator, this page can be made available in an alternative format.