

**Missouri Office of the Public Counsel  
Department of Commerce and Insurance**

**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 discrimination based on disability in the provision of services, activities, programs, or benefits by the Missouri Office of the Public Counsel. The Missouri Department of Commerce and Insurance’s personnel policies govern employment-related complaints of disability discrimination for the Office of the Public Counsel.

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 their designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**Missouri Department of Commerce and Insurance  
Human Resources  
301 W. High Street, Room 530  
Jefferson City, MO 65101**

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or their designee will communicate with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days of the communication, the ADA Coordinator or their 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 Missouri Department of Commerce and Insurance and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or their designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the Director of the Missouri Office of the Public Counsel, or their designee. Appeals should be sent to:

**Missouri Office of the Public Counsel**  
**Division Director**  
**200 Madison Street, Suite 650**  
**Jefferson City, MO 65102**

Within 15 calendar days after receipt of the appeal, the Director or their designee will communicate with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Director or their 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 the ADA Coordinator or their designee, appeals to the Director or their designee, and responses from these two offices will be retained by the Missouri Department of Commerce and Insurance and/or the Missouri Office of the Public Counsel in compliance with applicable retention requirements.