

## **GRIEVANCE PROCEDURE AMERICANS WITH DISABILITIES ACT**

**Purpose:** To provide for the prompt and equitable resolution of complaints alleging violations of the Americans with Disabilities Act.

**Scope:** This procedure applies to participants in and other beneficiaries of the programs, services, and activities of the Massachusetts State Lottery Commission.

### **Complaint Procedure:**

Complaints alleging discrimination on the basis of disability are encouraged to be made in writing to the ADA Coordinator, or shall be referred to the ADA Coordinator if received by other persons within the agency, at 60 Columbian Street, Braintree, MA 02184. The Lottery will assist complainants who need help filing complaints. A complaint should be filed within 30 days after the action complained of occurs. Complainants are encouraged to use the agency's Complaint Form when filing complaints. This form is available online at [http://www.masslottery.com/lib/downloads/MSLC\\_ADAComplaintForm\\_09022010.pdf](http://www.masslottery.com/lib/downloads/MSLC_ADAComplaintForm_09022010.pdf) and at all Massachusetts State Lottery Commission regional offices.

The ADA Coordinator shall investigate the complaint to determine its validity and, in appropriate cases, suggest a resolution. A written statement of the determination and the suggested resolution, if any, shall be sent to the complainant within 45 days of receipt of the complaint.

### **Appeal Procedure:**

If the complainant is not satisfied with the decision of the ADA Coordinator, a written appeal stating why the decision is unsatisfactory may be made to the Executive Director within 10 days of the receipt of the determination from the ADA Coordinator. The Executive Director shall review the determination of the ADA Coordinator and send a written decision to the complainant within 30 days from the date of receipt of the written appeal. The Executive Director may delegate the review and decision to an agency employee.

The decision of the Executive Director or designee shall be final.

The ADA Coordinator shall maintain all records related to any ADA complaint.