

Michigan Civil Service Commission (MCSC) Americans with Disabilities Act (ADA) Title II Complaint Process

General Information

Title II of the ADA protects qualified individuals with a disability from discrimination based on the disability in services, programs, or activities of the MCSC. If you require an accommodation to participate in an MCSC program, service, or activity, please contact the MCSC's ADA Coordinator, Stephanie Lenneman at P.O. Box 30002, Lansing, MI 48909, at lennemans@mi.gov, by phone at 517-335-0309, or by fax at 517-241-7815. **The MCSC ADA Coordinator cannot act on requests over other entities, including other state agencies, local units of government, and private businesses.**

Complaints

If you have a complaint under Title II about services, programs, or activities of the MCSC, you may file your complaint with the MCSC ADA Coordinator following the below steps. This complaint procedure is designed to informally resolve complaints under Title II. **Before filing a complaint, please note the following limitations:**

- **Complaints About Other Entities.** This complaint procedure can only address complaints under Title II of the ADA over services, programs, and activities of the Michigan Civil Service Commission. Complaints about another state or local agency or a private employer will be returned based on the lack of authority to review.
- **Employment Complaints.** If you have a complaint on an employment issue, do not use this Title II complaint procedure. Title I of the ADA addresses disability discrimination for employment issues. Any Title I complaint should be directed to the agency that made the personnel decision being questioned or the Department of Justice. Contact your agency's HR department for information on the appropriate appeal process. Requests for reasonable accommodations in employment should also be directed to your employing agency.
- **No Waiver.** This policy and complaint procedure do not waive immunity of the State of Michigan or Michigan Civil Service Commission under the United States Constitution.

Complaint Procedure Steps

STEP 1: Complete and file a complaint. Provide all information requested on the MCSC's ADA Title II Complaint Form. Contact the MCSC ADA Coordinator if you require an alternative method to file a complaint. Mail, email, fax, or deliver the signed and completed form to the coordinator using the contact information on the form within **90 days** of the action you are questioning.

STEP 2: Meet with the MCSC ADA Coordinator. Within two weeks after a complaint is filed, the coordinator will arrange to meet you or contact you by phone to discuss your complaint. If you require an accommodation to effectively communicate with the coordinator, indicate the requested accommodation on your complaint form.

STEP 3. Resolution of a complaint. If you and the MCSC ADA Coordinator agree to a resolution, the coordinator will send a written summary that will generally include: (1) a description of your complaint, (2) a summary of the facts; (3) a description of the resolution agreed to; (4) the timeframe to resolve your complaint; and (5) an assurance that the MCSC will comply with the agreement's specific terms. For any resolution to be effective, you must sign and return a copy to the coordinator within the timeframe specified in the agreement.

STEP 4: MDCR review. If you and the MCSC ADA Coordinator cannot agree to a resolution, the coordinator will send a written summary that will generally include: (1) a description of your complaint; (2) a summary of any resolution proposed; and (3) a statement addressing issues that could not be resolved. If your complaint is not resolved, you may request a further review by the Michigan Department of Civil Rights. You may file any request with the MDCR within **10 business days** after receiving notice of non-resolution from the coordinator by sending a copy of your original complaint and the MCSC summary to

MDCRServiceCenter@mi.gov.

Michigan Civil Service Commission (MCSC) Americans with Disabilities Act (ADA) Title II Complaint Form

This form is only used for complaints to the MCSC ADA Coordinator under Title II of the ADA over MCSC services, programs, or activities. The MCSC ADA Coordinator cannot act on complaints over other entities, including other state agencies, local units of government, and private businesses. Any complaints of ADA violations by these other entities can be addressed directly to the entity itself or the Department of Justice.

Instructions: Please fill out this form completely, sign it, and mail it to Stephanie Lenneman, ADA Coordinator, Michigan Civil Service Commission, Office of Human Resources, P.O. Box 30002, Lansing, MI 48909, email it to lennemans@mi.gov, or fax it to 517-241-7815. Telephone inquiries may also be made to 517-335-0309.

Complainant's Name:

Address:

City, State and Zip Code:

Telephone number:

Describe any accommodation needed to communicate with the MCSC ADA Coordinator:

Person Filing the Complaint (if other than the complainant):

Address:

City, State, and Zip Code:

Telephone number:

Describe the basis for your complaint, including the MCSC services, programs, or activities involved; relevant dates; and names of MCSC staff involved, if known:

Has a complaint over this incident been filed with the Michigan Department of Civil Rights, the Department of Justice, or any other agency or court? **Yes** **No**

If yes, with what agency or court and when:

Do you intend to file with another agency or court? **Yes** **No**

If yes, with what agency or court:

Signature:

Date:
