

Attachment I-1

GRIEVANCE POLICY

It is the policy of the State of Hawaii, Department of Transportation, to provide equal opportunity to participate and benefit for qualified persons with disabilities, to the services, programs and facilities of the Department of Transportation.

Furthermore it is the policy of the Department of Transportation to encourage the informal resolution of complaints or grievances based on alleged disability discrimination. All attempts shall be made to resolve such matters through informal means at any stage of the process.

The following Grievance Procedure is established to meet the requirements of Section 504 of the Rehabilitation Act of 1973, as amended, and Title II of the Americans with Disabilities Act of 1990. These procedures and accompanying complaint form should be used by individuals wishing to file a complaint alleging discrimination by the State Department of Transportation on the basis of disability, regarding access to the services, activities, programs and facilities of this department.