

Michigan State Police (MSP) 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 MSP. If you require an accommodation to participate in an MSP program, service, or activity, please contact MSP's ADA Coordinator at P.O. Box 30634, Dimondale, MI 48821, at MSP-DisabilityMgt@michigan.gov, by phone at 517-281-6660, or by fax at 517-241-1480. **The MSP ADA Coordinator cannot act on requests regarding 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 MSP, you may file your complaint with the MSP 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 regarding services, programs, and activities of the Michigan State Police. 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 State Police under the United States Constitution.

Complaint Procedure Steps

STEP 1: Complete and file a complaint. Provide all information requested on the MSP's ADA Title II Complaint Form. Contact the MSP 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 MSP 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 MSP 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 time frame to resolve your complaint; and (5) an assurance that the MSP 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 time frame specified in the agreement.

STEP 4: Michigan Department of Civil Rights (MDCR) review. If you and the MSP 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 MDCR. 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 MSP summary to MDCRServiceCenter@mi.gov.

**Michigan State Police (MSP)
Americans with Disabilities Act (ADA) Title II Complaint**

This form is only used for complaints to the MSP ADA Coordinator under Title II of the ADA regarding MSP services, programs, or activities. The MSP ADA Coordinator cannot act on complaints regarding 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 and mail it to ADA Coordinator, Michigan State Police, Human Resources Division, P.O. Box 30634, Dimondale, MI 48821; email it to MSP-DisabilityMgt@michigan.gov; or fax it to 517-241-1480. Telephone inquiries may also be made to 517-281-6660.

Complainant's Name:

Street Address:

City, State and Zip Code:

Telephone number:

Describe any accommodation needed to communicate with the MSP 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 MSP services, programs, or activities involved; relevant dates; and names of MSP staff involved, if known:

Has a complaint regarding 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?

If yes, when was the complaint filed?

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

If yes, with what agency or court?

Signature:

Date: