

**State of Hawaii**  
**The Department of Business, Economic Development and Tourism**  
**Grievance Procedures 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 on the basis of disability in the provision of services, activities, programs, or benefits by the State of Hawaii - The Department of Business, Economic Development and Tourism. The State of Hawaii's Personnel Policy governs employment-related complaints of disability discrimination.

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 his/her designee as soon as possible but no later than 180 calendar days after the alleged violation to Steven Sung at 808-586-2562 or [steven.s.sung@hawaii.gov](mailto:steven.s.sung@hawaii.gov)

Within thirty (30) calendar days after receipt of the complaint, the Human Resources Office or designee will meet with the complainant to discuss the complaint and the possible resolutions. Within thirty (30) calendar days of the meeting, the Human Resources Office or 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 State of Hawaii - The Department of Business, Economic Development and Tourism and offer options for substantive resolution of the complaint.

If the response by the Human Resources Office or designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may request for a hearing not later than fifteen (15) calendar days from the date of the response.

A hearing will be held within thirty (30) calendar days of the date of such request, before the Director of the Department of Business, Economic Development and Tourism or designee at a location based on the specifics of the complaint. Within thirty (30) calendar days of the hearing, the complainant or designee will receive the final resolution in writing and, where appropriate, in a format accessible to the complainant.

All documents related to the complaints will be retained by the State of Hawaii - The Department of Business, Economic Development and Tourism for at least three years.