

Georgia Department of Community Affairs SECTION 504 GRIEVANCE PROCEDURES

The Department of Community Affairs (DCA) has adopted an external grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Americans with Disabilities Act (ADA) and the Department of Housing and Urban Development's (HUD) regulations implementing Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. 794, as amended. Section 504 states, in part, that "No otherwise qualified disabled individual...shall solely by reason of his disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

These grievance procedures are available for use by current recipients of any DCA program or activity receiving federal financial assistance including but not limited to HOME, CDBG, NSP, ESG/HOPWA. The complaint should be filed after a request for a reasonable accommodation has been denied by DCA or a violation of anti-discriminatory laws has occurred.

Complaints should be addressed to:

Section 504/ADA Coordinator
Department of Community Affairs
60 Executive Parkway South, N.E.
Atlanta, Georgia 30329-2231

Or emailed to: fairhousing@dca.ga.gov

The Section 504 Coordinator has been designated to coordinate Section 504/ADA compliance efforts.

A complaint shall be filed in writing within 90 days of the denial of a reasonable accommodation request and/or after the complainant becomes aware of the alleged violation and shall contain the following:

1. Name and mailing address of the complainant;
2. A description of the alleged violation; and
3. The date the alleged violation occurred.

The Section 504 Coordinator shall acknowledge receipt of a complaint within 14 business days after receipt of a complaint. A DCA investigation shall follow the filing of a complaint and shall be completed with 45 business days, unless extended, after acknowledgement of receipt by the Section 504 Coordinator. The DCA investigation shall be conducted by the Section 504 Coordinator. The investigation shall be informal but thorough, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.

A written determination as to the validity of the employee complaint and a description of the resolution, if any, shall be issued by the 504 Coordinator for DCA, within 14 business days after an investigation has been completed. A copy of said written determination shall be forwarded to the complainant.

The Section 504 Coordinator shall maintain the files and records of DCA relating to the complaints filed.

The DCA complainant may request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration shall be made within 10 business days from the date of the written determination and shall be addressed to:

Section 504/ADA Coordinator
Department of Community Affairs
60 Executive Parkway South, N.E.
Atlanta, Georgia 30329-2231

Or emailed to fairhousing@dca.ga.gov

The 504/ADA Coordinator and/or his designee shall affirm or deny the request for reconsideration within 14 business days from receipt of the request for reconsideration.

The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of a Section 504/ADA complaint with the responsible federal department or agency. Utilization of this grievance procedure is not a prerequisite to the pursuit of other remedies.

These rules shall be construed to protect the substantive rights of interested persons under Section 504 of the Rehabilitation Act and implementing regulations.