



# OFFICE OF EQUAL OPPORTUNITY

## University Notice

### Municipal Grievance Procedure

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or in the provision of services, activities, programs, or benefits by the University of New Mexico (UNM).

The complaint should be in writing and contain information about the alleged discrimination such as name of those involved, the grievant's contact information, and the location, date, and description of the problem. Alternative means of filing complaints, such as personal interview 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 their designee as soon as possible, but **no later than 60 calendar days** after the alleged violation to:

**Francie Cordova, Director and ADA Coordinator**  
**UNM Office of Equal Opportunity**  
**609 Buena Vista Dr. NE**  
**Albuquerque, NM 87131**  
**Email: [fcordova3@unm.edu](mailto:fcordova3@unm.edu)**  
**Phone: 505-277-5251**

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet with the grievant to discuss the complaint and possible resolutions. Within 15 calendar days after the grievant meeting, the ADA Coordinator will respond in writing and, where appropriate, in a format accessible to the grievant, such as large print, Braille, or audio tape. The response will explain the position of UNM and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the grievant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the UNM President or her designee.

Within 15 calendar days after receipt of the appeal, the President or her designee will meet with the grievant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the President or her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator, appeals to the President or her designee, and responses from the ADA Coordinator and President or her designee will be kept by UNM for at least three years.