

FWMSH Grievance Procedure

Introduction

It is the policy of The Fort Worth Museum of Science and History not to discriminate on the basis of disability. The Fort Worth Museum of Science and History has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794) of the U.S. Department of Health and Human Services regulations implementing the Act.

Basis for Complaint

The ADA states "no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by such an entity." Any person who believes she or he has been subjected to discrimination on the basis of disability may file a grievance. It is against the law for The Fort Worth Museum of Science and History to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

How to Submit a Complaint

Any person who believes she or he has been subjected to discrimination on the basis of disability may file a grievance. Complaints should be addressed to Blair Falcone, who has been designated to coordinate the efforts of The Fort Worth Museum of Science and History to comply with Section 504. You may submit a complaint in person or by contacting the coordinator via these methods.

Section 504 Coordinator-Fort Worth Museum of Science and History

Yerasly Duran - Human Resources Supervisor

Email: HR@fwmsch.org

Mail: 1600 Gendy, Fort Worth, TX 76107

Phone: 817-255-9304

Grievance Procedure

Grievances must be submitted to the Section 504 Coordinator within 15 days of the date the person filing the grievance becomes aware of the alleged discriminatory action.

A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.

The Section 504 Coordinator (or their designee) shall conduct an investigation of the complaint. This investigation may be informal, but it must be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 504 Coordinator will maintain the files and records of The Fort Worth Museum of Science and History relating to such grievances

The Section 504 Coordinator will issue a written decision on the grievance no later than 30 days after its filing.

The person filing the grievance may appeal the decision of the Section 504 Coordinator by writing to the Chief of Staff within 15 days of receiving the Section 504 Coordinator's decision. The Chief of Staff shall issue a written decision in response to the appeal no later than 30 days after its filing.

The availability and use of this grievance procedure does not prevent a person from filing a complaint of discrimination on the basis of disability with the U. S. Department of Health and Human Services, Office for Civil Rights.

The Fort Worth Museum of Science and History will make appropriate arrangements to ensure that disabled persons are provided other accommodations, if needed, to participate in this grievance process. Such arrangements may include, but are not limited to, providing interpreters for the deaf, providing audio recordings of material for the blind, or assuring a barrier-free location for the proceedings. The Fort Worth Museum of Science and History will provide those reasonable accommodations unless they would present an undue financial or administrative burden or make a fundamental alteration to the nature of the program or activity. If a requested accommodation presents an undue burden or makes a fundamental alteration, The Fort Worth Museum of Science and History will attempt to propose alternative solutions and/or accommodations which do not create such hardship or make such alteration. The Fort Worth Museum of Science and History will work in good faith with the person requesting the accommodation to determine the availability of an acceptable alternative. The Section 504 Coordinator will be responsible for such arrangements.