



Americans with Disabilities Act (ADA) Grievance Procedure

Anyone who wishes to file a complaint alleging the Oregon State Bar (“Bar”) has discriminated on the basis of disability in the provision of services, activities, programs, or benefits, other than in an application for admission, may do so as described below. The Board of Bar Examiners’ procedures govern complaints related to application for admission to the Bar. See [Admissions Rule 5.10](#). The Bar’s Employment Handbook governs employment-related complaints of disability discrimination.

1. Filing a Complaint. The complaint should be in writing and contain information about the alleged discrimination including the complainant’s name, address, and phone number, as well as the Bar Department involved, location, date, and description of the problem. Alternative means of filing complaints, such as through telephonic 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 60 calendar days after the alleged violation to:

Mark Johnson Roberts, Deputy General Counsel
ADA Coordinator
Oregon State Bar
PO Box 231935
Tigard, OR 97281-1935

2. Departmental Review. Within 14 calendar days after receipt of the complaint, the manager of the Bar Department in which the complaint arose or the manager’s designee will contact the complainant to discuss the complaint and the possible resolutions. Within 21 calendar days of the contact with the complainant, Department manager or the manager’s designee will respond in writing. The response will explain the position of the Bar and offer options for substantive resolution of the complaint.

3. Appeal to ADA Coordinator. If the response by the Department manager or the manager’s designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 14 calendar days after receipt of the response.

Within 14 calendar days after receipt of the appeal, the ADA Coordinator or the Coordinator’s designee will contact the complainant to discuss the complaint and possible resolutions. Within 21 calendar days after the meeting, the ADA Coordinator or the Coordinator’s designee will respond in writing, with a final resolution of the complaint.

4. Records Retention. All written complaints, appeals, and responses will be retained by the Bar for at least three years from the date of resolution.