



The Delaware General Assembly is committed to providing equal access to all services, programs, and proceedings in a manner that includes individuals with disabilities as much as possible, consistent with the Americans with Disabilities Act (ADA).

Questions or requests for information or appropriate auxiliary aids and disability services can be made by contacting the ADA Coordinator. There is no charge to an individual or group to cover the cost of providing auxiliary aides or services or reasonable modifications of policy.

The ADA does not require the Delaware General Assembly to take any action that would fundamentally alter the nature of services or that imposes an undue financial or administrative burden. Complaints or noncompliance with the ADA should also be directed to the ADA Coordinator. The ADA Coordinator can be reached through email, [adacoordinator@delaware.gov](mailto:adacoordinator@delaware.gov); telephone, 302.744.4200; or in person at the Office of the Controller General in Legislative Hall.

## **Services**

**Wheelchair /Accessible Entrances.** The wheelchair accessible entrance is located on the east side of Legislative Hall. This entrance is equipped with automatic doors.

**Elevators.** Legislative Hall has two operating elevators with braille designations. Wheelchair accessible elevator is located on the north side of the building on the ground floor.

**Deaf or Hard of Hearing.** Sign language interpreters are available at Legislative Hall, including for committee hearings and floor proceedings. Requests for interpreters require a 48-hour notice and should specify the type of interpreter desired. Every attempt will be made to accommodate requests made with shorter notice.

**Public Information.** Information about committee meetings, agendas, and legislation is available on the General Assembly website, <https://legis.delaware.gov/>. If the information on the website is not in an accessible format, please contact the ADA Coordinator and every attempt will be made to provide the information in a format that is accessible.

## **Grievance Procedure**

An individual may file a written complaint alleging discrimination on the basis disability in the provision of services, activities, programs, or benefits by the Delaware General Assembly. The complaint must be in writing and contain information about the alleged discrimination such as the name, address, phone number of the 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 must be submitted to the ADA Coordinator by the complainant as soon as possible, but no later than 60 calendar days after the alleged violation, through email, [adacoordinator@delaware.gov](mailto:adacoordinator@delaware.gov) or at the address below:

ADA Coordinator  
Delaware General Assembly  
411 Legislative Ave  
Dover, Delaware 19901

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the ADA Coordinator 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 and offer options for resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, within 15 calendar days after receipt of the response, the complainant may appeal the decision of the ADA Coordinator to the Clerk of House of Representatives or the Secretary of the Senate.

Within 15 calendar days after receipt of the appeal, the Clerk of the House or the Secretary of the Senate, or a designee appointed to represent either individual, will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, a response will be made in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints and appeals received, and all responses, will be kept by the Delaware General Assembly for no fewer than 3 years.