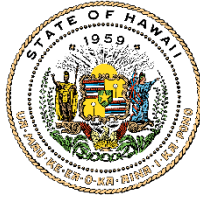


JOSH GREEN, M.D.
GOVERNOR | KE KIA'ĀINA

SYLVIA LUKE
LIEUTENANT GOVERNOR | KA HOPE KIA'ĀINA



STATE OF HAWAII | KA MOKU'ĀINA 'O HAWAII'
DEPARTMENT OF LAND AND NATURAL RESOURCES
KA 'OIHANA KUMUWAIWAI 'ĀINA

P.O. BOX 621
HONOLULU, HAWAII 96809

DAWN N.S. CHANG
CHAIRPERSON
BOARD OF LAND AND NATURAL RESOURCES
COMMISSION ON WATER RESOURCE
MANAGEMENT

RYAN K.P. KANAKA'OLE
FIRST DEPUTY

CIARA W.K. KAHAHANE
DEPUTY DIRECTOR - WATER

AQUATIC RESOURCES
BOATING AND OCEAN RECREATION
BUREAU OF CONVEYANCES
COMMISSION ON WATER RESOURCE
MANAGEMENT
CONSERVATION AND COASTAL LANDS
CONSERVATION AND RESOURCES
ENFORCEMENT
ENGINEERING
FORESTRY AND WILDLIFE
HISTORIC PRESERVATION
KAHOOLAWE ISLAND RESERVE COMMISSION
LAND
STATE PARKS

Grievance Procedure under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the **Department of Land and Natural Resources (DLNR)**. The State of Hawaii Department of Human Resources and Development Policies and Procedures governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. The use of the grievance form is recommended but not required. 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 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:

Curtis Motoyama, ADA/LEP Coordinator
Department of Land and Natural Resources
1151 Punchbowl Street, Room 130
Honolulu, Hawaii 96813
Email: DLNR.ADA-LEP@hawaii.gov
Phone: (808) 587-0393

Within 15 calendar days after receipt of the complaint, **Curtis Motoyama** or **his** designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, **Curtis Motoyama** or **his** designee 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 of the **DLNR** and offer options for substantive resolution of the complaint.

If the response by **Curtis Motoyama** or **his** designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the **Chairperson of the DLNR** or **his/her** designee.

Within 15 calendar days after receipt of the appeal, the **Chairperson of the DLNR** or **his/her** designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the **Chairperson of the DLNR** or **his/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 **Curtis Motoyama** or **his** designee, appeals to the **Chairperson of the DLNR** or **his/her** designee, and responses from these two offices will be retained by the **DLNR** for at least three years.

State of Hawaii
Department of Land and Natural Resources
Grievance Form for Complaints of Discrimination
In Access to Services, Programs, and Facilities for Persons with Disabilities

Complainant

Name: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Phone: _____ Email: _____

Designee (if applicable)

Name: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Phone: _____ Email: _____

Date(s) Incident Occurred: _____ Time: _____
Location: _____

Nature of Complaint (Include people involved, witnesses, and circumstances):

Request for Special Accommodations (Describe):

Mail/Email to: Curtis Motoyama
ADA/LEP Coordinator
Department of Land and Natural Resources
1151 Punchbowl Street, Room 130
Honolulu, Hawaii 96813
Phone: (808) 587-0393
Email: DLNR.ADA-LEP@hawaii.gov