



**New York City Department of Probation's (DOP's) Grievance Procedure under the American with Disabilities Act, The Rehabilitation Act and State and City Human Rights Laws**

This grievance procedure may be used by any member of the public who wishes to file a grievance alleging discrimination by NYCDOP on the basis of disability.

The grievance should be in writing and contain information about the alleged discrimination such as the name, address, and telephone number of the grievant, as well as the location, date, and description of the complaint or alleged violation.. Alternative means of filing grievances, such as in-person interviews or an audio recording of the grievance may be made available for persons with disabilities upon request.

The grievance should be submitted as soon as possible, but no later than sixty (60) calendar days after the date of the alleged violation to:

Phyllis DeLisio – Disability Service Facilitator (DSF)  
NYC Department of Probation  
33 Beaver Street, 23<sup>rd</sup> Floor  
New York, NY 10004  
Tel: 212-361-8962  
E-mail: [DisabilityFacilitator@probation.nyc.gov](mailto:DisabilityFacilitator@probation.nyc.gov)

Within thirty (30) calendar days after receipt of the grievance, the DSF will contact the grievant to discuss the grievance and any possible resolutions. Within fifteen (15) calendar days of the contact with the grievant, the DSF will respond, in writing or, where appropriate, in a format accessible to the grievant, such as large print, Braille or audio recording. This response will explain NYC DOP's position and offer options for substantive resolution of the grievance, where applicable.

The grievant or their designee may appeal the agency's decision within fifteen (15) calendar days after receipt of the response by mail to:

Commissioner Ana M. Bermúdez  
NYC Department of Probation  
33 Beaver Street, 23<sup>rd</sup> Floor  
New York, NY 10004

The appeal should be submitted in writing explaining the disagreement with the agency's decision. Alternative means of filing an appeal, such as an in-person interview or an audio recording of the grievance may be made available for persons with disabilities upon request. NYC DOP's response to the appeal will be provided to the grievant within thirty (30) calendar days following receipt of the appeal in a format accessible to the grievant.

As required by Local Law 27, all written grievances, appeals and responses received in connection with a grievance made to the NYC DOP will be retained for at least three (3) years.