



FIRE DEPARTMENT
9 MetroTech Center, Brooklyn N. Y. 11201-3857

**EQUAL EMPLOYMENT OPPORTUNITY
OFFICE**

**FIRE DEPARTMENT GRIEVANCE PROCEDURE FOR MEMBERS OF
THE PUBLIC UNDER THE AMERICANS WITH DISABILITIES ACT
(ADA) , THE REHABILITATION ACT AND CITY HUMAN RIGHTS
LAWS IN ACCESS TO CITY SERVICES**

This grievance procedure may be used by any member of the public who wishes to file a grievance alleging discrimination on the basis of disability in the provision of services, activities, programs of benefits by the Fire Department.

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 of the ADA, the Rehabilitation Act, the New York State Human Rights Law or the New York City Human Rights Law. Examples of discrimination include, but are not limited to an agency refusing to provide an American Sign Language Interpreter, large print or Braille documents and real time captioning also known as computer-assisted real-time transcription (CART) when requested within a reasonable timeframe or failing to provide adequate information regarding accessibility for people with disabilities at Fire Department hosted public events.

Alternative means of filing grievances, such as in-person interviews or an audio recording of the grievance may be made, as needed, to 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 of the ADA, the Rehabilitation Act, the New York State Human Rights Law or the New York City Human Rights Law to:

**Disability Services Facilitator
Valerie Loubriel, Esq.
Fire Department – City of New York
9 Metrotech Center, Brooklyn, NY 11201-3857
Telephone: (718) 999-5189
Fax: (718) 999-1289
valerie.loubriel@fdny.nyc.gov
TTY: (212) 504-4115 NYC 311
New York Relay Service: 711**

Within **thirty (30) calendar days** after receipt of the grievance, the facilitator or his or her designee will contact the grievant to discuss the grievance and any possible resolutions.

Within **fifteen (15) calendar days** of this contact with the grievant, the facilitator or his or her designee will respond to the grievant in writing or, where appropriate, in a format accessible to the grievant, such as large print, Braille, or audio recording. This response will explain the Fire Department's position and offer options for substantive resolution of the grievance, where appropriate.

The grievant or the grievant's designee may appeal the decision by the facilitator or his or her designee within **thirty (30) calendar days** of receipt of the response by mail to:

**Daniel Nigro
Fire Commissioner
Fire Department – City of New York
9 Metrotech Center, Brooklyn, NY 11201-3857**

If you believe that you have been denied an auxiliary aide or service or a reasonable modification of policies or procedures in order to participate in programs, services or activities provided by the Fire Department, please see the Fire Department's grievance procedure.

Additionally, disability complaints and questions can be made at other City, State and Federal agencies, including but not limited to the following:

NYC Commission on Human Rights
22 Reade Street
New York, NY 10272
Telephone: (718) 722-3131
<http://www1.nyc.gov/site/cchr/about/submit-a-tip.page>

NYS Division of Human Rights
One Fordham Plaza, 4th Floor
Bronx, NY 10458
Telephone: (718) 741-8400
<https://dhr.ny.gov/contact-us>

U.S. Department of Justice
950 Pennsylvania Avenue
Civil Rights Division
Disability Rights Section – 1425 NYAV
Washington, D.C. 20530
Telephone: 1-800-514-0301
https://www.ada.gov/filing_complaint.htm

U.S. Department of Housing and Urban Development
451 7th Street, SW

Washington, D.C. 20410
Telephone: 1-800-669-9777

<https://portal.hud.gov/hudportal/HUD?src=/programoffices/fairhousingequlaopp/online-complaint>