



THE CITY OF NEW YORK  
OFFICE OF ADMINISTRATIVE TRIALS AND HEARINGS  
100 CHURCH STREET 12<sup>TH</sup> FLOOR • NEW YORK, N. Y. 10007-2620

**OATH GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH  
DIASABILITY ACT, THE REHABILITATION ACT AND STATE 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, or benefits by OATH. Employment related complaints for employees and applicants of employment seeking a reasonable accommodation are covered under the City's Diversity and EEO Policy which can be found at <https://www1.nyc.gov/site/dcas/agencies/equity-and-inclusion.page>.

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 OATH hosted public events.

Alternative means of filing a grievance, such as in-person interviews, may be available, 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 alleged date of the violation of the ADA, Rehabilitation Act, the New York State Human Rights Law or the New York City Human Rights Law to:

Disability Service Facilitator  
Sharina DeRoberts  
100 Church Street, 12<sup>th</sup> Floor  
New York, NY 10007  
212-933-3058  
[sderoberts@oath.nyc.gov](mailto:sderoberts@oath.nyc.gov)  
212-504-4115- NYC 311 TTY Number  
New York Relay Service 711

Within **thirty (30)** calendar days after the 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 grievance in writing or, where appropriate, in a format accessible to the grievant, such as large print, Braille, or audio recording. This response will explain OATH's position and offer options for substantive resolution of the grievance, where applicable.

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:

Acting Commissioner  
Acting Chief Administrative Law Judge  
Tynia D. Richard  
100 Church Street, 12<sup>th</sup> Floor  
New York, NY 10007  
212-933-3001  
trichard@oath.nyc.gov

The appeal should be submitted in writing. 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.

OATH's response to the appeal will be provided to the grievant within **sixty (60)** days following receipt of the request for the appeal. All responses by OATH will be in writing or, where appropriate, in a format accessible to the grievant. All written grievances, appeals, and responses received in connection with a grievance made to OATH, will be retained for at least **three (3)** years.