



Grievance Procedure

Eligibility for Services

Federal law authorizes the Alabama Disabilities Advocacy Program (ADAP) to provide legal help and advocacy services to eligible individuals with disabilities in Alabama.

We can help eligible individuals with disabilities by pursuing legal, administrative and other appropriate remedies to protect their rights and by providing information about and making referrals to other programs that can help individuals with disabilities.

We have a written statement about the types of cases we can take. This is called our Statement of Goals and Priorities. We develop a new Statement of Goals and Priorities each year with input from consumers, family members and service providers from across the state of Alabama. We also have eligibility guidelines to determine if an individual is eligible for our services. You may request copies of both these documents.

If your problem or concern is not covered by our Statement of Goals and Priorities and our eligibility guidelines, we will not be able to help you. If we cannot provide direct help, we will try to let you know about other agencies or persons who can.

Grievance Rights

You have the right to file a written grievance if you are unhappy with our services. For example, you may file a grievance if you believe that we did not provide you with effective services or that we wrongly denied you help.

How to File a Grievance

You or your representative must file a written grievance within 30 days after we have taken the action with which you disagree.

File the written grievance by mailing us a completed ADAP grievance form (see over). If you are unable to file

a written complaint, you may file an oral complaint by providing us with a recording that answers the questions on the grievance form.

Grievances should be mailed to ADAP's Associate Director. Within 15 days, the Associate Director will give you a written decision about your complaint. If needed, we will write a plan to correct the problem and make sure that we provide the proper services to you as soon as possible.

If you are unhappy with the decision of the Associate Director, you may send a letter (or recording) to our Executive Director asking that the decision be reviewed. You must make this request within 30 days of the date you receive the Associate Director's decision. The decision of the Executive Director will be given to you within 30 days.

If you are unhappy with the Executive Director's decision, you may send a letter (or recording) to the Executive Director asking that it be reviewed by the Provost of the University of Alabama (or his/her designee). You must make this request within 30 days of the date you receive the Executive Director's decision. The Provost will review the matter and issue a decision within 30 days. This will be ADAP's final decision on the matter.

If you need more information about your rights under this policy, please contact ADAP's Associate Director for help at 1-800-826-1675.

Alabama Disabilities Advocacy Program

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