



STATE OF HAWAII
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS

830 PUNCHBOWL STREET, ROOM 321
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August 5, 2011

DLIR Directive No. DLIR 2011-02

TO: Division Administrators, Office Heads, District Office Managers, and
Heads of Administratively Attached Units

SUBJECT: AMERICANS WITH DISABILITIES ACT (ADA) PROCEDURES TO FILE A
COMPLAINT

Although this procedure has been established to meet the requirements of the ADA, any requests for reasonable accommodation require an immediate interactive process by the Departmental Personnel Officer for employment requests and by the ASO for facility requests. If after this process an individual wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provisions of services, activities, programs, or benefits by the Department of Labor and Industrial Relations (DLIR), the following steps should be taken:

- The complaint should be in writing and contain information about the alleged discrimination, such as name, address, phone number of the complainant, location, date, and description of the problem.
- Alternatives 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 complainant and/or their designee as soon as possible, but not later than 180 calendar days after the alleged violation to:

Department of Labor and Industrial Relations
Renee Nagahisa for Employment
830 Punchbowl Street, Room 312
Honolulu, HI 96813
Phone: (808) 586-9045

Department of Labor and Industrial Relations
Suzanne Okazaki for Facilities
830 Punchbowl Street, Room 309
Honolulu, HI 96813
Phone: (808) 586-8901

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the ADA Coordinator 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 DLIR and offer options for substantive resolution to the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision of the ADA Coordinator within 15 calendar days after receipt of the response, to the DLIR Director.

Within 15 calendar days after receipt of the appeal, the DLIR Director will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after that meeting the DLIR Director 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 the ADA Coordinator, appeals to the DLIR Director, and responses from the ADA Coordinator and DLIR Director will be kept by the DLIR for a period of three years.

Note: The above time limits do not extend the time when filing EEOC or HCRC complaints.

This directive replaces DLIR Directive 2010-2, and shall be displayed prominently on bulletin boards.

DWIGHT TAKAMINE