

# The Roadmap



A “Roadmap” that proactive employees can follow to assure that they are taking all the actions necessary to address the recruitment, hiring, retention, and advancement of individuals with disabilities in their organizations.



National Business  
& Disability Council



<b>Handling Internal Complaints of Discrimination</b>	<i>Target Date</i>	<i>Person Responsible</i>	<i>Completion Date</i>
<p>1. Establish disability complaint procedures to ensure compliance with applicable governmental regulations and adherence to organizational policy. Communicate this information to applicants and all levels of staff.</p> <hr/> <hr/>			
<p>2. Identify ADA expert and notify staff handling discrimination complaints to refer disability complaints to the ADA expert.</p> <hr/> <hr/>			
<p>3. Communicate with managers regarding the handling of alleged cases of disability discrimination if they arise. Managerial responsibilities may include, but not be limited to, the following:</p> <ul style="list-style-type: none"> <li>• Meet with the ADA Specialist regularly to review procedures regarding company policy and governmental regulations relating to discrimination complaints on the basis of disability.</li> <li>• Provide ADA Specialist with information relating to interviewing, hiring, training, transferring, promoting, and proposed termination of employees with disabilities.</li> </ul> <hr/> <hr/>			

<p>4. Be sure that all employees are knowledgeable concerning internal complaint procedures. Meet with employees with disabilities who have made internal complaints based on disability to attempt to resolve issues and to provide information about complaint procedures.</p> <p>_____</p> <p>_____</p>			
<p>5. Meet jointly with the ADA expert and employee with a disability who has filed an internal complaint to attempt to resolve issues.</p>			
<p>6. Monitor internal review procedures regularly and modify to ensure effectiveness.</p> <p>_____</p> <p>_____</p>			
<p>7. Meet with the employee who filed internal complaint and his/her manager to address and clarify issues to provide guidance and implement conflict resolution.</p> <p>_____</p> <p>_____</p>			

<p>8. Prepare and forward reports to appropriate management regarding formal complaints alleging discrimination on the basis of disability and the status of each complaint.</p> <hr/> <hr/>			
<p>9. Implement self-identification process.</p> <hr/> <hr/>			
<p>10. Ensure that information is kept confidential.</p> <hr/> <hr/>			
<p>11. Inform those who need to know.</p> <hr/> <hr/>			