

JOSH GREEN, M.D.  
GOVERNOR  
KE KIA'ĀINA



STATE OF HAWAII | KA MOKU'ĀINA 'O HAWAII  
**DEPARTMENT OF PUBLIC SAFETY**  
**Ka 'Oihana Ho'opalekana Lehulehu**  
1177 Alakea Street  
Honolulu, Hawaii 96813

**TOMMY JOHNSON**  
DIRECTOR

**Melanie Martin**  
Deputy Director  
Administration

**Michael J. Hoffman**  
Acting Deputy Director  
Corrections

**Mark M. Hanohano**  
Deputy Director  
Law Enforcement

No. \_\_\_\_\_

July 16, 2023

TO: All members of the public

FROM: Tommy Johnson, Director

A handwritten signature in blue ink, appearing to be "TJ", written over the printed name "Tommy Johnson, Director".

## **Grievance Procedure under The Americans with Disabilities Act**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination based on disability in the provision of services, activities, programs, or benefits by the State of Hawaii Department of Public Safety (PSD). PSD policy COR.12.03 governs inmate complaints of disability discrimination. The State of Hawaii Department of Human Resources Development (DHRD) policy 601.001 governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative 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 grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation

to the Department of Public Safety's (PSD) Civil Right Compliance Officer (CRCO), is also PSD's ADA Coordinator as follows:

Patrick "Rick" De Costa  
Department of Public Safety  
ADA Coordinator  
1177 Alakea Street, Room 501  
Honolulu, Hawaii 96813

Within 15 calendar days after receipt of the complaint, Patrick De Costa or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Patrick De Costa will respond in writing to the complainant and/or the complainant's designee, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain PSD's position and offer options for substantive resolution of the complaint.

If the response by Patrick De Costa or his designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Director of PSD or his designee.

Within 15 calendar days after receipt of the appeal, the Director or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Director or his designee 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 Patrick De Costa or his designee, appeals to the Director or his designee, and responses from these two offices will be retained by PSD or its relevant successor agency for at least three years from the date of the final resolution notification to the complainant or the complainant's designee.