



**WISCONSIN STATE  
PUBLIC DEFENDERS**  
Mission driven. Client centered.

**Jennifer Bias**  
State Public Defender

**Bridget Krause**  
Deputy State Public Defender

**WISCONSIN STATE PUBLIC DEFENDER**

**AMERICANS WITH DISABILITIES ACT – TITLE II COMPLAINT PROCEDURE**

The Wisconsin State Public Defender (SPD) is committed to full implementation and meeting the requirements of Title II of the Americans with Disabilities Act of 1990 ("ADA") and Wisconsin Statute § 106.52 (Public Places of Accommodation). The SPD will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities. Unless the proposed accommodation would result in a fundamental alteration of our programs and services or an undue financial or administrative burden, we will provide program accessibility for qualified people with disabilities.

FInding an equitable resolution of a complaint is an integral component of the law and the policy of the SPD. If staff are not able to resolve a request, individuals have the right to discuss their complaint with office management. Individuals may also use this Complaint Procedure to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the SPD. The SPD's Personnel Policy governs employment-related complaints of disability discrimination.

**1. Submission of Complaint** 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, including the complainant's disability and requested accommodation.

**2. Alternative Means of Filing** Alternative means of filing complaints, such as personal interviews or a recording of the complaint, will be made available for persons with disabilities upon request.

**3. Filing Deadline** 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:

Amber Rumpf, ADA Coordinator  
PO BOX 7923,

Madison, WI 53707-7923  
262-333-2592  
[rumpfa@opd.wi.gov](mailto:rumpfa@opd.wi.gov).

**4. Investigation and Meeting** Within 15 calendar days after receipt of the complaint, the ADA Coordinator or her designee will meet with the complainant to discuss the complaint and the possible resolutions. The ADA Coordinator or her designee will investigate the complaint. No person will be subject to any retaliation for initiating a complaint or for assisting in the investigation of a complaint, regardless of the outcome of the investigation. Confidentiality will be afforded all parties as far as is practical.

**5. Response** Within 30 calendar days of the meeting, the ADA Coordinator or her designee designee will issue a decision.

**6. Appeal Process** If the response by the ADA Coordinator or her 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 State Public Defender Jennifer Bias or her designee.

Within 15 calendar days after receipt of the appeal, State Public Defender Jennifer Bias or her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, State Public Defender Jennifer Bias or her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

**8. Other Remedies** The use of this internal grievance procedure is not a prerequisite to the pursuit of other remedies, including the filing of a formal complaint with the appropriate state or federal agency.