**Section 100.10 Purpose**

a) This Grievance Procedure (Procedure) is established pursuant to the Americans With Disabilities Act of 1990 (ADA) (42 USC 12101 et seq.) and specifically Section 35.107 of the Title II regulations, 28 CFR Part 35, requiring that a grievance procedure be established to resolve grievances asserted by qualified individuals with disabilities. Should any individual desire to review the ADA or its regulations to understand the rights, privileges and remedies afforded by it, please contact the Designated Coordinator.

b) In general, the ADA requires that each program, service and activity offered by the Office of the Secretary of State, when viewed in its entirety, be readily accessible to and usable by qualified individuals with disabilities.

c) It is the intention of the Office of the Secretary of State to foster open communication with all individuals requesting readily accessible programs, services and activities. The Secretary of State encourages supervisors of programs, services and activities to respond to requests for modifications before they become grievances.