SNP's Grievance Procedure for Members of the Public Alleging Discrimination Based on Disability

Any member of the public alleging discrimination based on disability in the provision of services, activities, programs, or benefits by the Office of the Special Narcotics Prosecutor (SNP) may file a grievance with SNP, which should contain:

• the name, address, telephone number and/or email of the grievant; and

• information about the alleged discrimination, such as the location, date, and description of the incident or alleged violation of the ADA, Rehabilitation Act, New York State Human Rights Law, or New York City Human Rights Law. "Grievance" is the term for the allegation filed with SNP by a member of the public. "Grievant" is the term for the person alleging discrimination in the grievance.

When and How to File a Grievance

The grievance should be submitted as soon as possible, but no later than sixty (60) calendar days after the date of the alleged violation to:

Thomas G. Van Noy, Disability Service Facilitator
Office of the Special Narcotics Prosecutor for the City of New York
80 Centre Street, 6th Floor, New York, NY 10013
disabilityservices@snp.nyc.gov (Please include "Grievance" in subject.)

The grievance may be filed in one of two ways:

1. By submitting the grievance in writing by mail or email using one of the above addresses; or

2. Upon request, by an alternative means and delivery, such as an in-person interview or an audio recording, describing the incident or alleged violation of the ADA, Rehabilitation Act, New York State Human Rights Law, or New York City Human Rights Law. A request for an alternative means of filing may be granted as an accommodation for a grievant with a disability.

Timeline Following Filing of Grievance

Within fifteen (15) calendar days after receipt of the grievance, the Disability Service Facilitator or designee will contact the grievant to discuss the grievance and possible resolutions. Within fifteen (15) calendar days of this contact with the grievant, the Disability Service Facilitator or designee will provide a response in writing. Grievants may request the response in an additional format accessible to them, such as large print, Braille, or audio recording. This response will address the grievance, describe SNP's position, and offer options for substantive resolution of the grievance, where applicable.

When and How to File an Appeal

The grievant may appeal the agency's decision within thirty (30) calendar days of receipt of the agency's response.

The appeal should be addressed to:

Chief Assistant District Attorney Lisa M. Tompkins
Office of the Special Narcotics Prosecutor for the City of New York

80 Centre Street, 6th Floor
New York, NY 10013
disabilityservicesappeals@snp.nyc.gov (Please include "Appeal" in subject.)

The appeal may be filed in one of two ways:

1. By submitting the appeal in writing by mail or email using one of the above addresses; or
2. Upon request, by an alternative means and delivery, such as an in-person interview or an audio recording, describing the incident or alleged violation of the ADA, Rehabilitation Act, NY State Human Rights Law, or NYC Human Rights Law. A request for an alternative means of filing may be granted as accommodation for a grievant with a disability.

Timeline Following Filing of Appeal

SNP's response to the appeal will be provided to the grievant in writing within sixty (60) days following receipt of the appeal. Grievants may request the response in an additional format accessible to them, such as large print, Braille, or audio recording. This response will address the appeal, describe the agency's decision, and offer options for substantive resolution of the appeal, where applicable. All written grievances, appeals, and responses in connection with a grievance made to SNP will be retained for at least three (3) years. Note: Upon request to the Disability Service Facilitator, this page can be made available in an alternative format.