

## Department ADA Coordinator Contact Information

Questions or complaints related to inmates, detainees or supervisees with disabilities can be filed by mail, online using the link below, or by calling the hotline

Department ADA Coordinator  
Office of the Secretary  
Department of Public Safety and Correctional Services  
300 E. Joppa Road, Suite 1000  
Towson, MD 21286-3020

Email: [department.adacoordinator@maryland.gov](mailto:department.adacoordinator@maryland.gov)

ADA HOTLINE: 410-318-6089

## More ADA Information

In accordance with the requirements of Title II of the **Americans with Disabilities Act of 1990 ("ADA")**, the **Department of Public Safety and Correctional Services (DPSCS)** will not discriminate against qualified inmates, detainees or supervisees with disabilities on the basis of disability in its services, programs, or activities.

### 1. How can I file an ADA complaint with the DPSCS?

If you believe that an inmate or detainee with a disability has been discriminated against in a DPSCS facility, you may file a complaint with the Department ADA Coordinator. You may submit your complaint by mail, online or voicemail via the hotline. All new complaints are subject to processing and review.

## **2. What information should my ADA complaint include?**

Provide the following information:

- A. Your full name, address, the telephone number where we can reach you during the day, the name, SID number of the inmate or detainee discriminated against;
- B. and where they are currently housed;
- C. The name and address of the institution, or person that you believe has committed the discrimination;
- D. A brief description of the acts of discrimination, the dates they occurred, and the names of individuals involved;
- E. Other information you believe necessary to support your complaint, including copies (not originals) of relevant documents.

## **3. What happens after my complaint is received?**

After the complaint is received and reviewed, we will inform you of our action, which may include:

- A. Contacting you for additional information or copies of relevant documents;
- B. Referring your complaint to the DPSCS facility with responsibility for the types of issues you have raised; or
- C. Investigating your complaint.

If we are unable to take any action on your complaint, we will send you a letter telling you this.

## **4. How can I find out the status of my complaint?**

We review each complaint carefully. Our review can take up to 30 days. If you have not heard from us by the end of this 30 days period, you can find out the status of your complaint by Emailing: [department.adacoordinator@maryland.gov](mailto:department.adacoordinator@maryland.gov). A member of our staff will contact you to tell you if your complaint has been received and if it is still under consideration for possible action.

**Please keep a copy of your complaint and the original documents for your own records.**