



UNIVERSITY  
of HAWAII  
SYSTEM

January 21, 2011

TO: M.R.C. Greenwood  
President

VIA: Darolyn Lendio *DL*  
Vice President for Legal Affairs and University General Counsel

FROM: Mie Watanabe *MW*  
Director, EEO/AA Office

SUBJECT: A9.900 Policy Update to Comply with Changes in Chapter 489 HRS

Please find enclosed for your approval the updated UH Administrative Procedure A9.900 *Policy and Complaint Procedure for Members of the Public Who Have Discrimination Complaints Regarding Public Accommodations or ADA Complaints Regarding Disability Access to University Services, Programs, and Activities*. A9.900 was established in 1998 to comply with the complaint procedure requirements of the Americans with Disabilities Act. In 2004, it was revised by the General Counsel's Office to include protected categories under Chapter 489 HRS (Discrimination in Public Accommodations) to fulfill an Order of the Hawai'i Civil Rights Commission.

The EEO/AA Office has updated A9.900 by adding gender identity and expression, sexual orientation, and breastfeeding as protected categories, pursuant to Chapter 489. We have also clarified the appeal process and added a section on "Definitions" and a sample complaint form.

The draft revisions to A9.900 were sent to the unions and EEO/AA coordinators systemwide for consultation. No concerns were raised by any collective bargaining unit. The EEO/AA coordinators had very helpful comments, and all of these have been incorporated.

Approved: *M.R.C. Greenwood*  
M.R.C. Greenwood

Date: 2/5/11

Enclosure

c: Kelly Oaks, EEO/AA Director, UH Hilo  
Mary Perreira, EEO/AA Director, Community Colleges  
Adrienne Valdez, EEO/AA Coordinator, UH West Oahu