

MUNICIPAL GRIEVANCE PROCEDURE

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of services, activities, programs, or benefits by the (name of organization).

The complaint should be writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but not later that 60 calendar days after the alleged violation to:

Name of ADA Coordinator
Phone Number
TTY
Address

Within 15 calendar days after receipt of the complaint, the ADA Coordinator _____ will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, _____ will respond in writing, and, where appropriate, in a format accessible to the complainant, such as large print, Braille, or audiotape. The response will explain the position of the name of organization and offer options for substantive resolution of the complaint.

If the response by _____ does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the ADA coordinator within 15 calendar days after the receipt of the response to the board of directors or his or her designee.

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

All written complaints received by _____, appeals to the board of directors or his or her designee, and responses from the ADA Coordinator and board of directors or his or her designee will be kept by the (name of organization) _____ for at least three years.