

Accessibility Grievance Policy

- 1.0 POLICY STATEMENT:** The Americans with Disabilities Act of 1990 Title II provides that departments of any state or local government may not exclude qualified individuals with disabilities from participation in any program, service, or activity, or otherwise subject them to discrimination on the basis of disability.

- 2.0 PROCEDURES:** It is the policy of the City to afford people with disabilities the same access to programs, services and employment provided to all citizens. To meet compliance standards of the Americans with Disabilities Act (Title II) and ensure access to city facilities. The City has developed the following grievance procedure for citizens to follow to resolve accessibility concerns.
 - 2.1** The citizen should submit complaints regarding access or discrimination in writing to the ADA Coordinator for resolution. A record of the complaints and the action taken will be maintained by the ADA Coordinator. A decision on the complaint filed will be rendered by the ADA Coordinator within 10 working days.

 - 2.2** If the complaint cannot be resolved to your satisfaction by the ADA Coordinator, it will be forwarded to the Disabled Access Committee composed of representatives from the following community groups; the elected body, the disabled, at-large representation in the business community, medical representation and a representative from the city government. This committee is appointed by the governing body.

 - 2.3** The Access committee is charged with the responsibility of establishing and following rules for hearing complaints, requests or suggestions disabled persons regarding access to and participation in public facilities, services, activities and functions in the community. The committee will hear such complaints in public, after adequate public notice, in an objective and unbiased manner, and to make a written decision within 30 days of notification. The proceedings of the Access Committee will be recorded and maintained for future reference.

 - 2.4** If the complaints cannot be resolved to your satisfaction by the Access Committee, the complaint will be heard by the City Commission and discussed at an open public meeting. A determination to resolve the complaint must be made within 30 days. The decision of the City Commission shall be final.

- 2.5** A record of the actions taken on each request or complaint will be maintained as part of the records or minutes at each level of the grievance process.
- 2.6** Your right to a prompt and equitable resolution of the complaint must not be impaired by your pursuit of other remedies, such as the filing of a complaint with the Department of Justice or other appropriate federal agency, or the filing of a suit in state or federal court. Use of this procedure is not a prerequisite to the pursuit of other remedies.
- 3.0 RESPONSIBILITY:** The Human Resources Director is responsible for the administration and communication of this policy.

APPROVED:

M. Denis Peterson
City Manager

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Revisions: