

## GRIEVANCE PROCEDURE FOR ADA COMPLIANCE

The Americans with Disabilities Act is a comprehensive piece of Federal legislation that provides disabled individuals legal protection from discrimination in a broad range of public sector activities.

- a) This grievance procedure provides an adequate and fair means by which disabled individuals may convey concerns to City of East Ridge officials regarding encountered barriers.
- b) This grievance procedure applies to all disabled individuals who are: participants in City of East Ridge programs and services; City of East Ridge employees; and /or prospective City of East Ridge employees. A grievance is defined as any matter of concern or dissatisfaction arising from a condition which limits a disabled individual's participation in City of East Ridge activities, programs, services and/or employment.
- c) Every disabled individual shall have the right to present a grievance in accordance with these procedures, with or without a representative, free from interference, coercion, restraint, discrimination, penalty or reprisal.
- d) An individual must file a grievance, either orally or in writing, with the City of East Ridge ADA Coordinator. A grievance should include the location of the barrier and the difficulty encountered. The Coordinator shall determine whether or not the grievance is covered under ADA.
  1. If the grievance is not covered under ADA, the Coordinator shall document the reasons(s) why it is not covered and will notify the individual presenting the grievance. Notification shall be made no later than five (5) workdays following the filing date of the grievance.
  2. If the grievance is covered under ADA, the Coordinator shall notify the appropriate department and plan remedial action. The plan of action shall include components required by ADA including a timetable and the name of the individual in charge of the action. The individual who presented the grievance shall be notified of the plan. Notification shall be made no later than ten (10) workdays following the filing date of the grievance.
- e) All documentation, records and reports will be retained for a minimum of three (3) years and shall be held by the ADA Coordinator. The records will be subject to review by the grievant, the City Manager and open to the public.
- f) The existence of the grievance procedure does not preclude any individual from pursuing any other remedies available under the law.