

Town of Gilbert, Arizona

Grievance Procedure Under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the **Town of Gilbert**. The **Town's** Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in 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 no later than 60 calendar days after the alleged violation to:

Risk Management
50 East Civic Center Drive
Gilbert, Arizona 85296

A notice of receipt shall be mailed to the complainant by registered mail within five days of the receipt of the complaint or grievance.

Within 30 calendar days after receipt of the complaint *the ADA Coordinator* or *his/her* designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the **Town of Gilbert** and offer options for substantive resolution of the complaint.

If the response by *the ADA Coordinator* or *his/her* designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 30 calendar days after receipt of the response to the **Town Engineer, Town Manager, Director of Public Works,** and/or *his/her* designee.

Within 30 calendar days after receipt of the appeal, the **Town Engineer, Town Manager, Director of Public Works,** and/or *his/her* designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the **Town Engineer, Town Manager, Director of Public Works,** and/or *his/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 *the ADA Coordinator* or *his/her* designee, appeals to the **Town Engineer, Director of Public Works, Town Manager,** and/or *his/her* designee, and responses from these two offices will be retained by the **Town of Gilbert** for at least three years.