

## **ADA Grievance Procedure – City of Crossville**

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 adequate and fair means by which disabled individuals may convey concerns to City of Crossville officials regarding encountered barriers.
- b) This grievance procedure applies to all disabled individuals who are: participants in City of Crossville programs and services; City of Crossville employees; and/or prospective City of Crossville 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 Crossville 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) Any and all grievances and/or complaints shall be submitted to the office of the ADA Coordinator. The documentation shall include:
  1. The name, address and telephone number of the complainant
  2. The names, addresses and telephone numbers of associated witnesses;
  3. A narrative and/or statement, in sufficient detail including date and time of the incident to fully define and explain the alleged violation of the ADA regulations;
  4. A narrative and/or statement, in sufficient detail, identifying proposed recommendations, from the complainant's viewpoint, to adequately resolve the alleged violation; and
  5. Any other written information or documentation to more fully explain or identify the alleged violation.
    - (i) If the grievance is not covered under ADA, the Coordinator shall document the reason(s) why it is not covered and will notify the individual presenting the grievance. Notification shall be made not later than thirty (30) workdays following the filing date of the grievance. This thirty (30) day period may be extended upon the approval of the complainant and the ADA Coordinator in instances where investigation or research requires additional time for proper grievance or complaint consideration.
    - (ii) If the grievance is covered under ADA, the Coordinator shall notify the appropriate department and plan remedial action, if any. 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 thirty (30) workdays following the filing date of the grievance. This thirty (30) day period may be extended upon the approval of the complainant and the ADA Coordinator in instances where investigation or research requires additional time for proper grievance or complaint consideration.
- 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.

The ADA Coordinator is:

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